



## OPEN TO PRACTITIONERS ONLY

### Legal Assistant of the Year

**This category is open to Will writers, trust, estate planning and probate practitioners and solicitors**

Legal assistants, legal executives, support teams; the titles often vary but the role is such an important one for firms. So often the unsung heroes who sit behind the most successful teams. They are in the trenches day in day out, ensuring smooth client communications, supporting the team, and ensuring that matters remain on track.

Through this category we want to recognise the crucial work they do, so often behind the scenes, for colleagues and customers.

#### Criteria

This individual must demonstrate over the last 12 months:

- expertise and skills in the area of wills, probate, tax, trusts and/or estate planning.
- exceptional client service a “can-do” attitude and high levels of communication.
- how they relieve the burden of pressure from colleagues.
- initiative in challenging situations.
- self-development and a commitment to continuous improvement.

**Judges will consider examples where they have contributed to exceeding client’s expectations**