

OPEN TO WILL WRITERS, TRUST, ESTATE PLANNING AND PROBATE PRACTITIONERS AND SOLICITORS

## Unsung Hero of the Year

Legal assistant, legal executives, paralegal, support team, account manager, secretary; the titles vary but the role is so important... the unsung heroes who sit behind the most successful teams. They are in the trenches day in day out, supporting the team, ensuring smooth client communications, and ensuring that matters remain on track.

Who in your firm is the unsung hero of the department? Whose work behind the scenes greases the wheels and keeps the cogs turning?

### 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 clients’ expectations**