



## Paralegal/Support Team Member of the Year

Paralegals and support teams are so often the unsung heroes who sit behind the most successful private client 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:

- 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**