

## Special Counsel Position Description

### Firm Context and Reporting Line

There are three Practice Groups within HBA's firm structure:

- Casualty and Commercial Lines
- Statutory Lines
- Safety and Regulatory

This role sits within our **Commercial Lines** practice group and reports into Practice Group Lead, **Iona Sjahadi**. The specialist industry work is a combination of **professional indemnity and commercial litigation** matters.

### Position Purpose

As Special Counsel within the HBA Legal team, you are responsible for ensuring strong technical and quality service is always delivered to clients whilst ensuring the standards and deliverables of other members within your team.

Working closely with the supervising Partner to implement critical areas of performance to ensure the firm flourishes including employee management, client relationship management and financial performance. Business development will be led by the Partner, supported where needed by the Special Counsel. Guidance surrounding these competencies are provided within the **HBA Leadership Pathway Framework**.

In this role, your billable target is **6.5 hours per day**.

### Key Responsibilities

In this role, you will be responsible for:

#### Our People

- With direction from the Supervising Partner, creates practical strategic thinking in establishing goals for self and team in line with firm objectives.
- Supports the firm's People strategies by communicating, and enforcing values, policies, and procedures, participating in recruitment activities and where necessary supporting Partner with selection, onboarding, training, coaching and PPA process.
- Prevents disruptive conflicts by observing and resolving disagreements among specialty groups and between service areas; remaining objective; identifying root causes of internal problems; implementing pragmatic solutions; promoting harmonious work relationships.
- Undertakes and completes work autonomously and with minimal input, supervision, and guidance.
- Supervise, mentor, delegate and manage work for team members including support and administrative employees.
- Acts as a point of contact for team when the Partner is on leave.
- Demonstrate commitment to the firm's core values – Generous, Genuine, Creative, Collaborative
- Supports law firm strategies by contributing opinions and insights to the firm's strategic thinking and direction.
- Be a HBA brand ambassador through demonstrating support and contributing to the firm's strategic vision and values

### Fiscal Responsibility & Growth

- Contributes to law firm operational strategies by supporting the Partner to evaluate trends, establishing production, productivity, quality, and client-service strategies.
- Makes a positive contribution to the gross profit of the firm above the threshold level determined by the budget.
- Creates understanding and positive image of the law firm by building strong client and other relationships and maintaining credibility within the industry as well as supporting the Partner to do so.
- Provides pro bono representations as required by HBA with a commitment to the delivery of work.
- Generates revenues by retaining clients ensuring service is constantly at optimum levels.
- Maintains law firm stability by supporting and communicating a law firm value system, enforcing ethical legal practices and inspiring service excellence.
- Demonstrates thought leadership and influence through active participation in both internal and external forums, including but not exclusively, industry forums and events.
- Manages case assignments and distribution ensuring employee workload is balanced and fair.
- Compile and deliver client training and presentation on a regular basis.
- Compile and deliver internal and external CLEs on a regular basis.
- Draft and publish articles on a regular basis.

### Operational Excellence

- Being sought as a subject-matter expert by maintaining professional networks within the industry
- Maintaining and developing strong client relationships through participating in value adding activities and support, keeping clients informed of case progress during the matter.
- Providing advice and managing files in a clear and logical manner within required timeframes developing sound case management strategies.
- Proactively sharing knowledge, experience, and insights with immediate and wider team in order to enhance client experience and internal knowledge management.
- Reviewing and analysing medical and other quantum evidence.
- Conducting investigations, including interviewing witnesses and reviewing relevant documents, advising on complex claims management, liability and jurisdictional issues.
- Drafting advices in accordance with client expectations and timeframes.
- Drafting AAT and Court documents.
- Appearing at AAT and Court for TPCs, directions hearings and instructing in hearings.
- Attending Conciliations and settlement conferences autonomously.
- Keeping abreast of industry updates including constitution, statutes, decisions, regulation, and ordinances of quasi-judicial bodies to determine ramifications for cases and clients.

## Key Capabilities

To be successful in this role, you must be able to:

- Able to create and lead in an environment where cross-team collaboration is encouraged, where openness and fairness to staff and clients is valued, and where, as a leader they are visible and accessible to the team and broader firm.
- Connects effectively with peers across multiple regions and engages in strategic discussions with leadership to create shared understanding; wins respect through their actions and approach.
- Generates a compelling sense of common purpose around the vision and the strategy for achieving it.
- Sets clear goals that clearly align with HBA's strategy and can inform operational planning and prioritisation.
- Assists the Partner to monitor change and likely changes in the market and business environment, and adjusts plans, decisions, and activities accordingly – understanding potential impacts and opportunities for the firm's strategy.
- Identifies, mitigates, and appropriately leverages risk to the benefit of HBA. Is quick to spot changes in the environment or emerging trends that may create risk for HBA.
- Uses data to enhance the quality of strategic decision making.
- Supports people and teams who appropriately question the status quo and innovate for the future; is honest when ideas can't be progressed, or action can't be taken.
- Engages fully in workforce planning to ensure that capacity and capability levels are in line with current and future requirements.
- Creates a high-performance environment, where high performance is expected, recognised, and celebrated.

## Selection Criteria

### Essential:

- Bachelor of Laws degree or equivalent
- At least 8 years of PQE (or equivalent and direct industry experience). The industry experience will be considered on a case-by-case basis.
- Current Australian practising certificate
- Admitted as a practitioner in both a state jurisdiction and Federal jurisdiction.
- High level of technical expertise in their area of specialisation
- Outstanding knowledge of HBA's specialism and industry as a whole
- The ability to communicate exceptionally.
- Excellent organisational and interpersonal skills
- The ability to work independently but also collaboratively and as part of a team
- A high level of problem solving and decision-making ability
- Extensive work experience in the legal environment
- A high level of ability with regards to client and customer care and management
- A high level of relationship building ability
- Excellent verbal and written communication
- Sound financial planning and strategic abilities