

Award: Most Valuable Support Staff (non client facing)

Open to: any member of staff within a Lifetime Lawyer's organisation - this includes anyone from, HR, IT, Accounts, operations, training, maintenance, catering etc. who does not interact with clients

Unseen by clients, this person works behind the scenes to help enable the seamless functioning of the organisation. They are dedicated to ensuring that those who are client facing are well supported whether it is through providing catering services at meetings, getting meeting rooms ready, maintaining the building, providing IT support, training, counselling or HR support. This person plays a vital role within the organisation, and really is an unsung hero.

Requirements

Your submission will need to consist of 3 main parts:

Part 1 – Your covering statement (a maximum of 150 words)

This should state why this member of staff should win this award.

Part 2 – Your full submission (a maximum of 1000 words)

You will need to cover the following:

Your submission must tell the story about why a member of staff should win the ***Most Valuable Support Staff*** award and must also cover the specific criteria below:

1. Talk about key elements of the service this person provides and how these benefit your organisation
2. Talk about a service improvement made by this person and how this has helped improve the day-to-day operations in the firm
3. Talk about how this person supports other people in the organisation and helps to create a positive working environment
4. Give an example of how they have gone the extra mile to support their colleagues

Please provide one piece of supporting evidence in an appendix to your submission, clearly stating to which of the four points above your evidence relates.

Part 3 – Your Pearl of Wisdom (a sentence or short paragraph)

What one piece of advice would you share with the audience to help them in their work? This could be a technical insight, a tip, an observation, something that works well for you, or advice shared with you that has stuck with you.

NB: The best pearls of wisdom may be shared with the audience as we would like to give audience members something really useful to take away from the Twilight Awards.