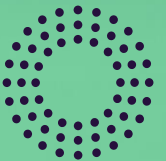


HOWARD KENNEDY



# SPACE TO BE EXTRAORDINARY

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# Welcome message

## At Howard Kennedy you have the space to be extraordinary.

Rewarding work with great clients and exceptional colleagues. Plenty of responsibility and the chance to make a real difference in an agile, growing firm. For the right person, Howard Kennedy is a place to actively develop your business practice and career.

Whether you are an ambitious and talented individual wanting to hit the ground running from day one, or an established professional looking for a new opportunity, Howard Kennedy is the firm where you can really make it happen.

The firm has earned a strong reputation for its exceptional and uniquely talented people who between them deliver outstanding results for clients. In a firm of our size, our strong team dynamic creates a thriving culture of creativity and entrepreneurialism. Howard Kennedy is a pragmatic and non-hierarchical environment where success is shared, and you are proactively encouraged to thrive at your own pace.

Our distinctive culture is built on fairness and respect. Guided by the firm's values of 'Talk Straight, Think Smart, Be Yourself', everyone in the firm holds equal value, and everyone plays their role in supporting, encouraging and inspiring colleagues to do their best work.

At the same time, Howard Kennedy recognises and rewards individualism, celebrating the diversity of its people and supporting them to grow their practice and drive their own career advancement.

As well as client work, there is opportunity to broaden your horizons at the firm with fulfilling pro bono and charity projects. And we have a regular social calendar full of wellbeing activities, charitable and social events too.

### **Craig Emden**

Managing Partner

[Craig.Emden@howardkennedy.com](mailto:Craig.Emden@howardkennedy.com)

# About us

We are a London based, full-service law firm, specialising in providing straightforward advice on domestic and international matters. With almost 200 lawyers in one location, we ensure our clients have the right team to help them get from where they are to where they want to be. We advise major corporates and institutions as well as entrepreneurial, ambitious enterprises which are often privately or family owned, or private equity backed. As well as our significant business law capability, we are one of only a few London-based law firms with a large private wealth offering. Our clients find our straightforward approach a compelling alternative to larger, less personal firms.

We are a firm with ambitious plans. In the international arena, we have been a member of Meritas and Lawyers Associated Worldwide for many years working with a truly global range of clients across the Middle East and Israel, Africa, Asian subcontinent, Far East, Western Europe, and the US.

## Our Values

Our values act as a built-in compass, guiding us in the way we behave, the things we say and the decisions we make.

Talk Straight

Think Smart

Be Yourself



# Howard Kennedy at a glance

We have almost 200 lawyers operating out of a single London office so we can be agile and responsive in our decision making and more collaborative in our working style.

At least a quarter of our revenue comes from outside the UK. Our clients' needs often have an international component and the requirement is growing.



**500+**

People

**25%**

International work

**195+**

Lawyers

**70+**

Countries

**60+**

Partners

**2**

International legal networks

## SECTORS AND SERVICES

We are a full-service firm organised into 17 legal service teams and a focus on seven key sectors.

- Energy
- Investment Funds
- Media & Entertainment
- Private Wealth
- Real Estate
- Retail & Leisure
- Sport

**64.9m**

2022/2023 revenue

# Why Howard Kennedy?

## LEARNING AND DEVELOPMENT

At Howard Kennedy you have the space you need to be yourself, while working with some of the most brilliant minds who will inspire, challenge and support you every day. We will nurture you as you grow your career, while recognising that everyone's goals and aspirations are different.

There are established career frameworks in place for both lawyers and support services. Our talent development programmes are designed to enable our future leaders to achieve their potential and ensure succession for key roles. At the same time, development is available to everyone regardless of your aspiration.

## RESPONSIBLE BUSINESS

Our responsible business strategy is designed to impact our society and world in which we operate. We focus on six strategic areas, People; Environment; Social Impact; Ethics and Supply Chain, Clients, which were designed through engagement with our people, clients and suppliers and have a comprehensive plan of delivery behind each one. We encourage our people to get involved.

## WELLBEING

The wellbeing of every employee at Howard Kennedy is important to us and the future of our business. The health and financial needs of our people are supported through employer-funded private medical insurance, the Employee Assistance Programme, Occupational Health support, free independent mortgage advice and access to a 24/7 virtual GP service. We also offer free and confidential counselling for anyone that needs it.





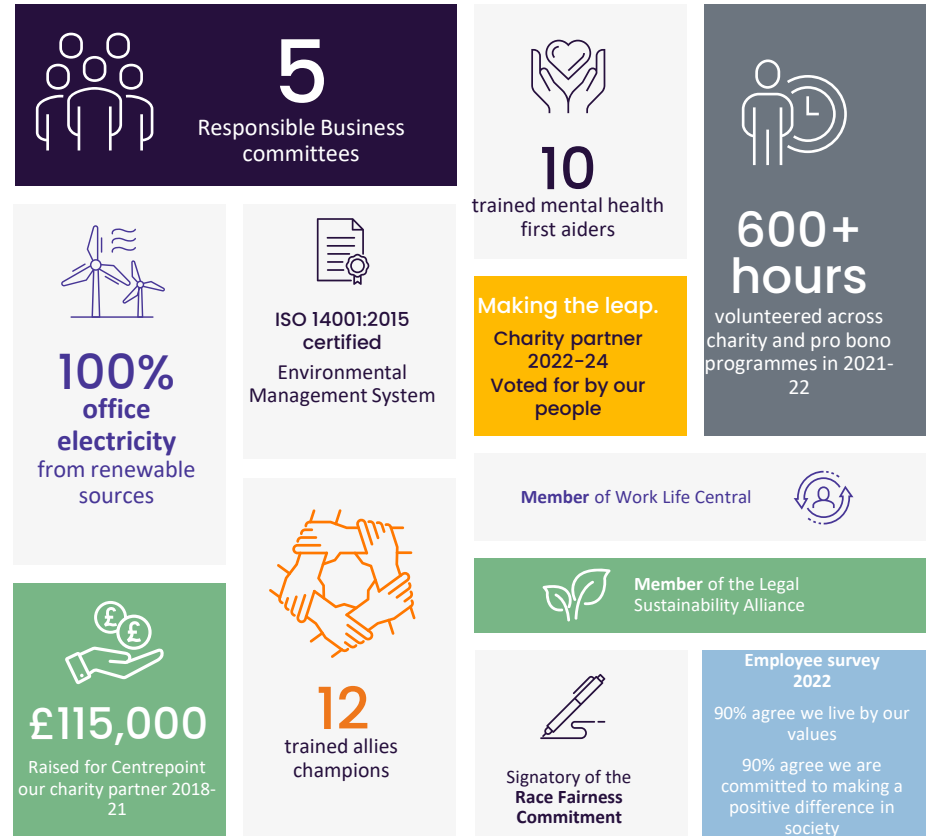
# Responsible Business

Guided by our values, we're committed to inclusively and sustainably supporting our people, our clients, our communities, and the environment.

At Howard Kennedy, we take our responsibility to manage the impact we have on the world in which we operate, seriously. That's why responsible business is a core part of our business strategy. It's seen as essential in helping us achieve our vision to be a progressive, independent and profitable business

## As a responsible business we focus on:

- **People:** Nurturing an inclusive, values-driven culture where everyone can be themselves, with their development and wellbeing at the centre.
- **Environment:** Working to reduce our environmental impact and promote environmental awareness and responsibility among our people.
- **Social Impact:** Promoting equality of opportunity and access to justice by sharing our time and skills through volunteering, fundraising and pro bono services.
- **Ethics:** Ensuring and maintaining the highest standards of professional integrity, operating ethically with clear and transparent governance.
- **Supply Chain:** Working with suppliers who are compliant, responsible and share the same values as we do.
- **Additional:** We're helping our clients to achieve their own Environmental, Social and Governance (ESG) ambitions offering support with a range of issues.



# The Role

## Service Desk Analyst, IT

This is a fantastic opportunity for candidates with service desk experience to join a collaborative and supportive team. You will work with a team of five other service desk analysts and you will contribute to the delivery of quality IT service at Howard Kennedy. This is a first and second line role supporting over 500 users remotely and at desk side.

This is a permanent, hybrid position rotating on a shift pattern basis:

- 08.00 – 16.30
- 09.00 – 17.30
- 10.00 – 18.30





## Main Responsibilities

- Answer and log service desk calls that are received via phone and email in a timely manner.
- Proactively monitor queues in Halo ITSM.
- Resolve IT incidents and requests in a timely manner providing regular updates to tickets and end users.
- Research resolution to issues, escalating within team as applicable.
- Maintain user accounts on various systems, including AD, Azure and Exchange.
- Maintain of the firm's hardware, i.e., mobile devices, laptops, PC's, monitors, etc.
- Manage processes such as new joiners, leavers, mobile management, laptop loans, asset management, etc.
- Set up conference/Meeting room and AV support.
- Resolve software problems – legal and bespoke.
- Documentation – knowledge base input.
- Customise Windows 11 build/autopilot .
- Undertake admin tasks such as deal room set ups, inventory checks and daily, weekly and monthly tasks.
- Participate in projects, testing and support (Upcoming project – Windows 11 rollout firm wide).





## About you

Ideally you will demonstrate;

- Experience of working in a professional services environment
- ITIL qualification (ITIL Service Delivery / ITIL Foundation) beneficial
- Experience with call logging software and 1st/2nd line support.
- Experience of working with applications used by legal firms (time capture, document comparison, legal information systems) would be beneficial.
- Advanced knowledge of PC hardware set-up and configuration (including printers and wireless devices).
- Understanding of the basic concepts of IP networking and ethernet cabling.
- Strong knowledge of Microsoft based operating systems with emphasis on Windows 11
- Analytical experience and troubleshooting
- Experience with Outlook within a network environment (permissions, calendar sharing, delegation etc.).
- Experience of providing support via remote control applications.
- A solid base of technical knowledge, with a skill level capable of supporting Incidents at the first level or beyond.
- Ability to change priorities quickly, and the capacity to handle multiple tasks in a fast-paced, changing environment.
- The ability to work independently but also a strong dependable team player.
- An understanding of excellent client service and delivering the highest standards.
- Excellent communication both verbal and written



# Want to know more?

Our firm champions individualism and thrives on dynamic teamwork. We've built a strong reputation on the success of our exceptionally talented people – each of them bringing a unique set of strengths, skills and perspectives that when combined, lead to outstanding results for our clients.

However you want to progress your career, Howard Kennedy can help you make it happen.

Join us, and find your space to be extraordinary.

If you'd like to know more about this role please get in touch with the contact listed below.



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