

# Job description

**Job Title:** Paralegal - Clinical Negligence & Personal Injury Department

**Reporting to:** Supervising Partners/Associate

## Role

To undertake communications, document and legal support tasks to fee earners within the department

## Responsibilities

Responsible for the effective and efficient performance of the tasks allotted on any client's case, and in accordance with the firm's high standards and reputation.

### Admin tasks

Below is a list of the duties that you will be required to undertake in the role.

- administrative support for fee earners including file maintenance;
- assisting with the printing, collating and ordering documentation from outsource worker to include:
  - electronic and paper filing
  - printing, sorting and filing emails
- assisting with the preparation of bundles of documents for Court, Counsel and/or experts;
- handling new client enquiries;
- Assisting with the department's archiving
- becoming familiar with and observing the internal requirements of the firm as to file opening and closure procedures, both electronically and manually;
- becoming familiar with the firm's accounting procedures, and the maintenance of all necessary records and any other administrative requirement;

### Paralegal tasks

- arranging attendance at conferences, consultations, or hearings
- attending on clients to take instructions or advise
- undertaking legal research;
- assisting with the preparation of documentation to include Public Funding Application Forms and liaising with the Legal Aid Agency
- undertaking specific tasks on a case or matter which may include:
  - taking client's proof(s) of evidence, including expert witnesses
  - preparing draft documents including briefs, instructions to Counsel and written statements
  - obtaining and perusal of all necessary documents;
- attending or arranging attendance at conferences, consultations, or hearings
- attending court to issue proceedings and file documentation;
- maintaining a full and orderly file with comprehensive attendance notes and telephone calls, and where appropriate, following the firm's system of time recording;
- at all times, having strict regard to any constraint or requirement of the Community Legal Service Funding scheme;
- at all times, having strict regard to the Law Society's Standards of Professional Conduct and Ethics, and in particular to the strict requirement of confidentiality of clients' affairs;
- working effectively and efficiently with support and administrative staff;
- becoming familiar with and making best and most effective use of the firm's equipment;
- attending as required at meetings within departments or otherwise to review case work or for the purposes of supervision;
- attending external and internal training as required by the firm, the Head of Department or supervising partner.

## Person specification Person specification

It is essential that you are able to satisfy the below specifications.

The key competencies are set out below:

### Commercial Awareness -

- Understands and works to the targets and objectives of the firm.
- Records time for all areas of work in line with Time Recording policy.
- Takes appropriate action to address inefficiency.
- Appreciates their actions reflect on the reputation of the firm.

### Client care -

- Is responsive to the needs of clients and colleague.
- Is reliable in the delivery of services, setting and managing expectations in order to meet the changing needs of clients.
- Shows respect and sensitivity towards clients and colleagues.
- Understands the need for client confidentiality and is conscious of it at all times, both inside and outside of the office.

### Personal Effectiveness -

- Uses technical skills and expertise to perform role to the highest standards.
- Follows instructions to complete work on time to a high quality.
- Remains calm and approachable when in difficult situations and keeps issues in proportion.
- Manages workload effectively with good time management, is organised and understands that others will be affected by poor time management.

### Communication -

- Is an active listener, reacting calmly and politely, responding in a timely manner.
- Assesses the impact of their communication style, being polite and conscious of the tone, delivery and language being used.
- Gives attention to detail.
- Has a professional and confident style with clients and colleagues.

### Management -

- Demonstrates a high standard of behaviour, conduct, integrity and honesty.
- Understands the impact of their behaviour, positively and negatively then seeks to improve where necessary.
- Agrees the responsibilities that can be kept, explaining when they can't.
- Is self disciplined, organized and effective, and does not impact negatively on others.

### Self Development -

- Thoroughly and carefully prepares for appraisals.
- Seeks opportunities to develop.
- Recognizes and values achievements of others.
- Is self aware and seeks support for own development.

### Skills

- Organisational - strong administrative and document management skills, time management and workload planning
- Research (legal)
- Word processing using an IT package
- IT (Windows 10/2016) including database (*desirable*)

### Ability

- Analytical - complex legal and factual materials
- Attention to detail
- Speedy deliverer without compromising quality

- Self-service - complete own admin tasks
- Flexible - change direction and modify
- Quality focus

### **Qualities**

- Enthusiastic
- Common sense
- Personal integrity
- Resilient
- Self-motivator
- Initiative