

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