**Job description**

**Job title**: Paralegal

**Department:** IGL

**Office location:** Manchester

**Reporting to:** Solicitors and Partners

**Hours:** 9:30am – 5:30pm, *(flexible within reason upon request)* Monday to Friday. Some flexibility is required from time to time to meet the professional requirements of the role.

**Contract:**  12 month fixed term contract, full-time

**Works with:** Solicitors, paralegals, and partners in the Group Litigation team

**Overall purpose for this role**

* To provide a reliable and efficient support service for clients and assist with general administration of group claims;
* To assist the firm in achieving its stated professional and commercial objectives;
* To undertake a wide variety of paralegal and administrative tasks as set out below.

**Main duties and responsibilities**

**Case Management**

* To effectively manage group claims and ensure that accurate information and instructions are obtained from clients, that accurate records are maintained and that all files are kept up to date.
* Assist with drafting documents, client liaison including interviewing clients and taking instructions, preparation of witness statements, research work, assist with negotiations and provide general administrative support.
* Conduct legal and factual research and prepare research notes.
* Assist the solicitor/ team in all aspects of litigation including preparation of correspondence/ documents, dealing with funding issues, preparing for court hearings / trial / settlement, instruction of experts, disclosure review, quantification of claims, costs assessment/ negotiations
* To monitor all aspects of the case on behalf of the client and advise on whether subsequent developments affect views previously expressed.
* To pay attention to detail and ensure accuracy of work.
* Supporting the research and development of new areas of practice for the firm.
* In the absence of supervising fee-earner, ensure that urgent matters are referred to appropriate personnel.
* To ensure that all work is conducted in compliance with SRA rules and the Civil Procedure Rules.

**Client/ 3rd party management**

* Communicate with clients/ other parties as and when necessary in a professional, courteous and efficient manner;
* Monitor aspects of the case on behalf of the client and advise on whether subsequent developments affect views previously expressed.

**Document/ Data management**

* Ensure documents and copies of correspondence are kept up to date and filed;
* Ensure accuracy when updating client information on the relevant databases;
* Ensure database information is updated and maintained in accordance with instructions and in line with relevant processes;
* Open new files and close old files as required.

Any other tasks as might from time to time be required.

**Person specification**

* Genuine interest in working with a leading claimant law firm and passionate about providing access to justice to all;
* Ability to manage own workload in a busy environment to a consistently high standard and timely manner;
* Demonstrable understanding of and commitment to client care;
* Proven ability to communicate accurately, clearly and concisely, both verbally and in writing with a wide range of clients and various stakeholders;
* Experience in interviewing and liaising with clients and taking witness statements, dealing with clients sensitively and managing difficult conversations;
* Proven ability to work and contribute in a team environment;
* Good academic background with legal qualifications (Degree, GDL, LPC etc.);
* Proficient user of Microsoft Office, with experience of Practice / Case Management Systems and electronic disclosure review platforms.
* Ability to work well under pressure.

**Desirable**

* Experience in or knowledge of any of these areas will be an added advantage: consumer law, human rights, group claims/class actions, automotive engineering