**Job description**

**Job title:** Paralegal

**Department:** Personal Injury

**Location:** London

**Reporting to:** Partner and Solicitors within the Personal Injury Department

**Hours:** 9:30am – 5:30pm, Monday to Friday. Some flexibility is required from time to time to meet the professional requirements of the role.

**Contract:** Permanent

**Salary:** Competitive, provided upon request.

**Benefits:** 29 days’ holiday per annum inclusive of 4 days’ compulsory leave to be taken during the Christmas office closure, plus all public and bank holidays; contributory pension scheme; life assurance (4 times annual salary); private medical insurance; interest free season ticket loan; childcare vouchers; cycle to work scheme; electric vehicle scheme.  We also have annual social activities and genuinely pride ourselves on having a supportive and friendly culture.

**Overall purpose of the role**

A Paralegal within the Personal Injury Department is expected to:

* provide a reliable and efficient support service primarily to the supervising fee-earner and assist with general administration of caseloads,
* Undertake a wide variety of administrative tasks as set out below,
* Undertake other ad-hoc duties as required from time to time.

**Main duties and responsibilities**

* Assist with drafting documents, client liaison, research work, general correspondence, assist with procedures relating to costs collections and administrative support.
* Sort and review medical and financial records, liaise with medical professionals, financial institutions and other solicitors.
* In the absence of supervising fee-earner, ensure that urgent matters are referred to appropriate personnel.

**Other Responsibilities**

File/Case Management

* Attend court on applications, trials etc. when requested to do so.
* Thorough and accurate note taking at meetings and preparation of file notes.
* Preparing court and other documents for the approval of the fee earner.
* Organising and preparing court and other bundles.

Telephones

* Telephone clients/other contacts as and when necessary, dealing with such calls in a courteous and efficient manner.

Client Relations

* Communicate effectively; be approachable and professional in all dealings.
* Ensure cheques are requisitioned/ paid in as instructed. To ensure monetary transactions are dealt with efficiently and in accordance with office procedures.

Filing

* Ensure filing kept up-to-date and copies of correspondence/ documents are kept in the file, open new files/close old files as required.
* Pay attention to detail and ensure accuracy.

Information Technology

* To utilise I.T. to provide a quality, cost effective and efficient service to clients.

Training

* To try and keep up-to-date by attending in-house seminars, through research, reading and attending courses if appropriate.
* To ensure that adequate training is received to be able to gain maximum benefit from the firm’s investment in Information Technology.

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

**Performance Measured By**

* Effective support of the Supervising Fee-earner.
* Efficiency in dealing with work and accuracy of work produced.
* Ability to work with initiative; maintaining a flexible and responsible approach.
* Personal development and contribution to the overall objectives of the firm.
* Good attendance and timekeeping.

**Essential Experience**

* Genuine interest to work with a leading claimant law firm and passionate about providing access to justice to all.
* Experience in sorting and reviewing medical, financial records and drafting legal documentation and correspondence.
* Good academic background with legal qualifications (Degree, GDL, LPC etc.).
* Demonstrable experience in using a variety of IT packages (MS Word, Excel, Case Management Systems and Outlook).
* Proven ability to communicate accurately, clearly and concisely, both verbally and in writing with a wide range of clients and various stakeholders.
* Proven ability to organise and prioritise a complex workload and work to tight deadlines whilst maintaining a positive attitude.
* Proven ability to work and contribute in a team environment.
* Proven ability to be self-sufficient in relation to administration, typing and IT requirements.

**Desirable Experience**

* Relevant paralegal experience in Personal Injury.
* Experience in interviewing clients, taking witness statements, dealing sensitively and managing difficult situations and conversations.