**Job description**

**Job title:** Paralegal

**Department:** Employment

**Location:** Manchester

**Reporting to:** Linda Wong - Partner

**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

**Overall purpose for this role**

* To provide a reliable and efficient support service for Employment claimants and assist with general administration of group claims.
* To undertake a wide variety of paralegal and administrative tasks as set out below. You will also be required to undertake other ad-hoc duties as required from time to time.

**Main duties and responsibilities**

## File/Case Management

* To obtain accurate information and instructions from clients, analyse the legal and practical aspects of their claims and obtain the necessary documents/evidence to provide preliminary advice on liability/quantum/costs & funding.
* To enable clients to make informed decisions based on advice on legal and other appropriate considerations e.g. costs, funding and risks of litigation.
* To monitor all aspects of the case on behalf of the client and advise on whether subsequent developments affect views previously expressed.
* To ensure court/tribunal directions are complied with and deadlines adhered to.
* Adherence with internal workflow procedures.

## 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.

## Filing and data management

* 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 when updating client information on the relevant databases.
* Ensure that database information is updated and maintained in accordance with instructions and in line with relevant processes.

## Information Technology

* To utilise I.T. to provide a quality, cost effective and efficient service to clients.
* Experience of using IT, in particular Microsoft 365 and Excel, with an understanding of Practice / Case Management Systems to manage large amounts of complex information.
* To maintain the strictest concern for and awareness of the need for data protection at all times.

## 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 might be required.

## Person Specification

**Essential**

* Genuine interest to work with a leading claimant law firm and passionate about providing access to justice to all.
* Demonstrable ability to manage a caseload in an efficient, accurate and timely manner.
* High level written and verbal communication skills.
* Demonstrable understanding of and commitment to client care.
* Ability to manage own workload in a busy environment to a consistently high standard.
* Proficient in the use of Microsoft 365, with understanding and experience in using Practice / Case Management System.

**Desirable**

* Relevant legal experience in employment and/ or multi-party claims will be advantageous.
* Experience in interviewing clients and taking witness statements.
* Some experience in a legal firm along with demonstrable knowledge of drafting legal documentation and correspondence.