**Job description**

## Job title: Paralegal (Supervising)/ or (Managing)

**Department:**  UK Group Litigation

**Office location:** Manchester

**Reporting to:** Solicitors and Partners

**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, full-time

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

**Overall purpose for this role**

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

**Main duties and responsibilities**

**Case Management**

* To effectively manage large group claims and ensure that accurate information and instructions are obtained from clients and accurate records are maintained
* To effectively delegate to and supervise the work of junior paralegals and non-qualified fee earners
* Assist with drafting documents, client liaison including interviewing clients and taking instructions, research work, assist with negotiations and provide general administrative support
* Sort and review records, drafting case summaries, liaise with other solicitors and third parties
* To monitor all aspects of the case on behalf of the client and advise on whether subsequent developments affect views previously expressed
* 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.
* Updating and training the team on procedures and policies, as and when required

**Client/ 3rd party management**

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

**Document management**

* Ensure documents and copies of correspondence are kept up to date and filed, including amending claim forms
* Ensure accuracy when updating client information on the relevant databases
* Importing/ maintaining client data to a case management system (Liberate) in accordance with instructions and in line with relevant processes
* Document review for all types of documents, as and when required
* Opening new files and closing old files as required.

**Data management/ analysis**

* Ensure database information is updated and maintained in accordance with instructions, and in line with relevant processes
* Making assessments on clients who have information and data errors
* Identifying clients who need to have the proceeding issued
* Provide weekly statistics for partners, marketing, and funders
* Undertake ad hoc data tasks covering bills and costings
* Marketing data analysis, including 3rd party contact centre data

**Conflict Checks/Compliance**

* Weekly conflict checks sent from compliance
* Weekly sanctions list checks sent from compliance
* Updates and meetings with compliance on work and structures

**Personal development**

* To keep knowledge up to date by attending in-house seminars, through research, reading and attending courses as appropriate
* To ensure learning and development plans are completed and that records are up to date and compliant with relevant SRA requirements
* 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 required.

**Person specification**

* Genuine interest in working with a leading claimant law firm and passionate about providing access to justice to all
* Previous experience in a legal firm (as a Paralegal) along with demonstrable knowledge of drafting legal documentation and correspondence
* Ability to manage own workload in a busy environment to a consistently high standard and timely manner
* Experience delegating work to and supervising less-experienced team members
* Ability to work with, understand, analyse and prepare large data sets
* 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 to 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.

**Desirable**

* Relevant legal experience in consumer law and/ or multi-party claims.