**Job description**

**Job title:** Team Co-ordinator

**Department:** Human Rights

**Location:** London

**Reporting to:** Partner, Human Rights

**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:** £25,500

**Overall purpose for this role**

To use initiative and take responsibility for providing full and efficient co-ordination and administrative support to the Partner and the team.

This role involves proactively taking control of and managing all the non-legal work of the team, to facilitate the efficient delivery of its legal fee earning work, including the organisation of the team’s electronic and paper case files, overseeing the diaries of team members, drafting documents, preparing case bundles, liaising with others both within and external to the firm and generally providing organisational and administrative support.

## Main duties and responsibilities

The role involves utilising our case management system, drafting letters and emails, dealing with clients, experts, counsel and other solicitors, preparing/checking bundles and general administrative support, including the tasks summarised below:

* Providing the team with expertise and support in advanced use of Microsoft Word, Excel, PowerPoint and other relevant software, including the firm’s document management system.
* Liaising with clients, barristers, other solicitors, experts, costs draftsmen, the courts and others to arrange meetings and also to give and receive information and documents.
* Ensuring that data protection obligations are met in relation to handling clients’ confidential information.
* Taking a lead within the team for understanding and delivering compliance requirements of Lexcel and otherwise.
* Proactively managing team members’ schedules; this can include managing their diaries, arranging meetings, booking meeting rooms, organising parking spaces.
* Obtaining information from new client enquiries by telephone and email.
* Taking strategic responsibility for managing the team’s electronic files on Liberate, including file opening, regularly updating case information, time recording, ledgers, preparation of bills and file closing.
* Proven ability to utilise internet research skills.
* Accurately managing client paper files, including the timely and accurate filing of correspondence and documents and sorting / paginating evidence, including medical and social care records.
* Producing accurate documents, correspondence, minutes and meeting notes as required.
* . Assisting in the preparation of monthly bills for clients and third party funders.
* Assisting with the bundling of documents for the court and others.
* Taking responsibility for ensuring the efficient transmission of files to/from ‘semi-dead’ storage wherever possible and for archiving files as soon as possible once cases are concluded.
* Distributing and despatching post and faxes for the team, managing (including by delegating) the team’s photocopying work.
* Taking and distributing telephone calls and messages for the team.
* When requested providing assistance to others in the Human Rights Department.
* Promoting and facilitating teamwork by offering and seeking help whenever necessary.
* Undertaking other ad-hoc duties as requested from time to time.

**Training**

* To ensure that adequate training is undertaken in the areas covered by the role in order to be able to deliver a high quality and effective team coordination service.
* Support team members on the use of all of the technology available

**Performance measured by**

* The effective prioritising and managing of a busy workload
* Providing an efficient and well-ordered environment for the lawyers in the team in which they can carry out their professional work effectively
* Responding in a helpful and professional way to everyone with whom you come into contact at work
* Delivery of an efficient, accurate and speedy service
* 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

**Person Specification**

* Genuine interest to work with a leading claimant law firm and passionate about providing access to justice to all.
* Demonstrable previous experience of working in an administrative role and supporting a team.
* Proven ability to communicate accurately, clearly and concisely, both verbally and in writing with a wide range of internal stakeholders and clients.
* Demonstrable experience of a high level of proficiency in IT, especially with word and excel skills, fast and accurate keyboard skills and ability to work with a database.
* Proven experience in dealing sensitively with clients and managing difficult situations and conversations professionally.
* Proven ability to organise and prioritise a complex workload and work to tight deadlines whilst maintaining a positive attitude.
* Proven ability to take initiative, work and contribute in a team environment and maintain a professional conduct.
* High level of numeracy and good at problem solving.
* Proven commitment to maintaining the highest levels of integrity and professional conduct.

**Desirable**

* Previous experience within the legal sector will be highly advantageous.
* Previous experience within group claim legal actions.
* Experience of using an online case management system / tool.