**Job description**

**Job title**: Paralegal

**Department:**  Product Safety & Consumer Law

**Office location:** Manchester

**Reporting to:** Supervising paralegal & Team Leader

**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 Product Safety & Consumer Law department.

**Overall purpose for this role**

* To provide a reliable and efficient support service for product safety and consumer law claimants 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 large group claims and ensure that accurate information and instructions are obtained from clients and accurate records are maintained;
* 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.

**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/ 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.

**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 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;
* Previous experience in a legal firm 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;
* 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.

**Desirable**

* Relevant legal experience in consumer law and/ or multi-party claims.
* Interest in financial services and banking litigation.
* Experience of working with financial services regulation is desirable but not essential
* Proficient handling of large volumes of data in excel is also desirable