**Job description**

**Job title:** Paralegal

**Department:** Human Rights

**Location:** Manchester

**Reporting to:** Senior Associate, 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

**Overall purpose for this role**

* To provide reliable and efficient support to a Senior Associate on the MOD Accommodation Discrimination Claim within the Human Rights team and assisting with general administration of individual cases.
* 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**

* This role involves assisting with taking instructions from vulnerable clients on sensitive issues, drafting documents and correspondence; liaising with clients, Counsel, experts and other solicitors; requesting and reviewing evidence; conducting legal research; and providing administrative support. In the absence of supervising fee-earner, ensure that urgent matters are dealt with or referred to appropriate personnel.
* Produce accurate documents from verbal or written instructions including the use of templates and precedents.
* Undertake administrative tasks required for the smooth running of cases.

**File/Case Management**

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

**Telephones**

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

**Client Relations**

* Communicate effectively and empathetically; be approachable and professional in all dealings.

**Filing**

* Ensure electronic and paper 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 IT to provide a quality, cost effective and efficient service to clients.

**Training**

* To 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 IT.
* Any other tasks as might from time to time as required.

**Person Specification**

**Essential**

* Genuine interest to work with a leading claimant law firm and passionate about providing access to justice to all.
* Genuine interest and passionate about human rights and building a career in this field.
* Relevant legal qualifications (LLB, GDL, LPC or similar).
* Experience in managing group claims
* Experience assisting with individual claims
* Demonstrable experience in drafting legal documentation and correspondence, sorting and reviewing client records.
* Demonstrable interest in human rights.
* Experience in legal and evidential research.
* Experience in interviewing clients and taking witness statements.
* Demonstrable ability to build trust and confidence with vulnerable and marginalised client group.
* Demonstrable experience of dealing with highly sensitive and difficult issues.
* Demonstrable experience in using a variety of IT packages (MS Word, Excel, Case Management Systems, Outlook).
* Proven ability in dealing sensitively with clients and managing difficult situations and conversations.
* Proven ability to communicate accurately, clearly and concisely, both verbally and in writing with a wide range of clients and various third parties.
* 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 and IT requirements.
* Excellent communication skills, demonstrated by ability to communicate accurately, clearly and concisely, both verbally and in writing.
* Excellent attention to detail.

**Desirable**

* Experience with publicly funded work, including Legal Aid Agency processes and funding applications would be advantageous but not essential
* Employment law experience would be useful but not essential
* Human rights law and/or judicial review would be an advantage but not essential.
* Experience in assisting/conducting litigation from first instruction through to settlement/trial.
* Experience of working with vulnerable clients with complex mental health issues.