**Job description**

**Job title:** Team Co-ordinator

**Department:** Consumer Law & Product Safety

**Location:** London

**Reporting to:** Partner, Consumer Law & Product Safety

**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:** Competitive, Provided upon request

**Overall purpose for this role**

Management of the non-legal work of a Consumer Law & Product Safety Partner’s team to support and facilitate the efficient delivery of fee-earning work. This will include organising case files, overseeing diaries of team members, billing and related matters, drafting documents, liaising with internal and external stakeholder and providing general organisational and administrative support and identifying opportunities for process improvements.

## Main duties and responsibilities:

**Finance and billing**

* Working with the accounts team to ensure consistent finance processes are followed across all claims to ensure regular invoicing, compliance with the solicitor accounts rule and to identify efficient ways of processing case and client financial information.
* Regular billing and chasing of payments.
* Ensuring that fee earners’ “time” is recorded properly and correctly.
* Taking a lead within the team for understanding and delivering compliance requirements of Lexcel and otherwise.

**Team support**

* Arranging Head of Departments diary regarding meetings with Management Board, Partners and others.
* Proactively managing team members’ schedules; this can include managing their diaries, arranging meetings, booking meeting rooms, organising parking spaces.
* 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 Reception with regard to arranging internal meetings i.e. booking meeting rooms, arranging refreshments and organising parking spaces.
* Managing team members’ schedules. This can include managing diaries, arranging meetings, booking meeting rooms, organising parking spaces.
* 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.

**Client file management**

* Ensuring that data protection obligations are met in relation to handling clients’ confidential information.
* 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.
* Accurately managing client files, including the timely and accurate filing of correspondence and documents and sorting / paginating evidence, including medical and social care records.
* Obtaining information from new client enquiries by telephone and email.
* Producing accurate documents, correspondence, minutes and meeting notes as required.
* Assisting with the bundling of documents for the court and others.

**Miscellaneous**

* Promoting and facilitating teamwork by offering and seeking help whenever necessary.
* Undertaking other ad-hoc duties as requested from time to time.

**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.
* Experience of using an online case management system / tool.