**Job Description**

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| --- | --- | --- | --- |
| **Job Title**: | %[JOBROLE] | **Location:** | %[Branch1] |
| **Responsible To**: | Head of Department | **Department**: | %[Depart1] |

***Main purpose of the role:***

* Provide Legal Practitioners with excellent support and clients with an excellent service.
* Sustainably achieve financial objectives including time recording and billing.
* Work compliantly to regulatory internal quality standards.

***Duties and responsibilities include but are not limited to:***

* Prepare compliance for the Legal Practitioner to review and approve inc:
  + Maintaining an updated Risk Analysis and matter summary form
  + Reviewing client ID and electronic AML check
  + If appropriate, reviewing Source of Funds information
* Complete legal tasks to progress matters as supervised by the Legal Practitioner, examples include:
  + Organising SOS documents appropriately
  + Reading incoming emails, post and documents
  + Replying to client correspondence promptly and where possible by emails via SOS
  + Emailing or calling clients to provide regular matter updates
  + Setting reminders and key dates in SOS
  + Drafting forms, statements and outgoing documents
  + Conducting research using the Legal Library and other sources as required
  + Communicating and attending meetings with clients and third parties inc. Court
  + Completing transactions as appropriate e.g. Exchanges and Completions
* Manage the matters finances as directed and reviewed by the Practitioner including:
  + Completing posting slips
  + Drafting invoices
  + Adding matter expenses
  + Record time
* Ensure client satisfaction and advice provided is compliant with best practice. Escalate matters to the Legal Practitioners as required.
* Conducting other reasonable tasks on request.

***Salary and benefits:***

|  |  |
| --- | --- |
| * A salary of £ £%[ contact.custom.HRSALARY.SALARY] Per %[ contact.custom.HRSALARY.PAYPER] | * 24 days of annual leave plus bank holidays |
| * Employee pension scheme | * Life assurance |
| * Company sick scheme | * Opticians scheme |
| * Sponsored training | * Staff discount |

**Person Specification**

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| --- | --- | --- | --- |
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We will consider all candidates who meet the Essential criteria. The Desired criteria is designed to guide candidates on our preferred qualifications and experience. The qualifications outlined below are examples and equivalents are also accepted (e.g. CILEX or CLC).

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|  | **Essential** | **Desired** |
| Experience | At least one year of work experience in a customer facing role  Experience of Microsoft Office | At least one year of relevant Paralegal work experience  At least one year of work experience in any role in a Legal Service provider |
| Qualifications | English and Maths GCSE (grade C or higher, equivalents accepted)  Two A Levels (grade C or higher, equivalents accepted) | Qualifying Law Degree (2.2 or higher, equivalents accepted)  Hold a European Computer Driving License or equivalent IT qualification |
| Skills | Numeracy, spelling and grammar  Attention to detail  Written and verbal communication skills  Organisation  Computer literacy | Basic financial/accountancy |
| Attitude | Give clients the best outcomes through:   * Commitment, hardworking and helpful * Ownership, focussed on client results * Initiative, find the best solution * Flexibility, adapting to change * Care, attention to detail * Trusting, honest and reliable | Be a team player who is:   * United, supportive and accepting * Positive, confident and self-motivated * Approachable, open and friendly * Simple, genuine and uncomplicated |

You will also be expected to have access to a car and a full driving license.