**Job Description**

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| --- | --- | --- | --- |
| **Job Title**: | %[contact.custom.HRROLE.JOBROLE] | **Location**: | %[Branch1] |
| **Responsible To**: | %[contact.fee\_earner.name] | **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:***

* On-board new clients by promptly taking enquiries and sending appropriate SOS documentation.
  + Assist prospective clients by identify their legal need and organising appropriate next steps
  + Open new matters within SOS and a Document Wallet for physical items
  + Produce client care documentation within SOS and send to clients
  + Ensure client GDPR preferences are recorded on the matter
* Prepare compliance for the Legal Practitioner to review and approve inc:
  + Reviewing and scanning client ID and Source of Funds documents
  + Completing electronic AML checks
  + Completing Conflict of Interest searches
  + Maintaining an updated Risk Analysis and Matter Summary form
* Complete legal tasks to progress matters as supervised by the Legal Practitioner, examples include:
  + Review incoming and drafting outgoing documents
  + Calling or meeting, in person or via Teams, clients and third parties
  + Setting reminders and key dates in SOS
  + Conducting research using the Legal Library and other sources as required
  + Completing transactions as appropriate e.g. Exchanges and Completions
* Manage the matters finances as directed and reviewed by the Practitioner including:
  + Completing Posting Slips including Matter Expenses
  + Drafting invoices
  + Recording Chargeable and Non chargeable Time
* As required aid Assistants through conducting other reasonable tasks, for example:
  + Opening new matters and sending client care documentation
  + Archiving matters and sending end of matter documentation
  + Requesting documents via the Document and File Movement script
  + Allocating post via the Post Room script
  + Provide cover for reception

***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 5/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.