

Minster Law Job Profile

Job Title: Associate

Responsible to: Serious Injury Team Manager

Level: Colleague

Job Summary

To handle a portfolio of claimant serious injury claims for Minster Law clients and contribute to the general success of the department. The caseload is predominantly RTA based and involves cases with complex technical issues and quantum. The value of cases will range from £150k - £5m plus and is allocated dependent on skills and experience.

To provide mentoring support to Serious Injury team colleagues within the Department handling a portfolio of compensation claims. You will be an ambassador of the business, contributing to the department strategy and growth.

Core Responsibilities

Delivering the following for your individual caseload and that of your client case team:

- To be a technical expert in a chosen specialism
 - You will be responsible for delivering excellent client care to our clients who have suffered from a traumatic and life changing event, on your individual cases and overseeing the team
 - Ensuring all cases are effectively progressed and assist the Team Manager with embedding new working practices and procedures
 - Regular communication and face to face meetings with your clients
 - Instructions and meetings with a multi-disciplinary team of experts for example, medical experts, case managers, care experts, architects, forensic accountants, counsel
 - Analysis of evidence and research of legal issues on liability, causation and quantum
 - Drafting documents including statements, pleadings, schedules of loss
 - Securing early interim payments and appropriate rehabilitation
 - Optimising your client's settlement
 - The role includes raising awareness of the department and developing your profile. We have close links with APIL, Headway, SIA and you will be involved in our work in supporting these organisations
 - For example, reporting cases, preparing articles, testimonials, previous experience of this is essential
 - To motivate your client case team ensuring clear objectives and KPIs are followed, and any performance issues are highlighted to the Team Manager and support with any actions and the development of colleagues as required in line with company policy
 - Conduct monthly 121's, regular technical and case reviews, providing feedback and mentoring as required
 - Perform to a high level in a target orientated, high quality environment
 - To undertake any other tasks as deemed relevant and reasonable by the business
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Key Performance Indicators

The following KPIs will apply to you; this is not exhaustive and may change as the business develops:

- Achieve planned results and SLAs within your client case team, as agreed
- Demonstrate development and competence of your case team
- Support the engagement of the team, resulting in improved team output and performance
- Delivering excellent standards against client care/technical reviews
- Client retention to minimise cases closed without costs
- Driving case progression, maximising recoveries, fee income and time recording
- Managing and reducing write offs
- Contribution to business development, strategy and growth

Your performance will be reviewed through one-to-one meetings with your Line Manager.

Person Specification

Essential

- A qualified Solicitor or Fellow of CILEx with a minimum of 8 Years Post Qualification Experience or can demonstrate equivalent experience to charge and recovery Grade A rates
- Proven track record of managing serious injury claims as the lead fee earner within a similar role, experienced litigator with strong technical ability and practical knowledge of the court procedures
- Interest and experience mentoring junior or developing colleagues, team player who acts as a role model to your colleagues
- Commitment to delivering excellent client care for each of our clients
- Strong professional profile and experience developing the profile of the firm within the personal injury field. Committed to developing the Serious Injury and Minster Law brand internally and externally
- Accountable for achieving objectives in a fast-paced environment whilst maintaining high standards of work quality and client care

Desirable

- Previous supervisory experience desirable and to include performance management, achievement of objectives and motivating/developing individuals
 - Excellent communication skills to include negotiation and objection handling
 - Competent working with a case management system and good knowledge of Excel and Word.
 - Good attention to detail and strong organisational skills
 - Maintains a positive attitude, self-motivated and uses own initiative
 - Robust - able to deal with changing circumstances and challenging situations whilst still achieving objectives
 - Takes opportunities to develop and stretch yourself, and be passionate about developing your own and your sub team's career in personal injury
 - Business development experience and strong network of contacts within the industry
 - Existing links with associated bodies for example Headway, SIA and APIL
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Version Control

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