

Minster Law Job Profile

Job Title: Paralegal

Responsible to: Team Manager

Level: Staff

Job Summary

To deliver a robust quality claims handling service to Minster clients, to assist Fee Earners to generate fee income and contribute to the general success of the department.

To assist in the handling of a portfolio of claimant serious injury claims.

Core Responsibilities

- Assist lead file handlers in the progression of their serious injury caseload.
 - Produce standard free form letters to progress cases using the case management system (ProClaim).
 - Answer the telephone as the first point of contact for your Fee Earner.
 - Deal with telephone enquiries wherever possible and take detailed telephone messages to be immediately communicated to the Fee Earner.
 - Achieve KPI's on a monthly basis as agreed with your line manager
 - Maintain and update the case management system.
 - Ensure filing systems and other information systems are maintained to the firm's standards.
 - Where appropriate, schedule appointments for the Fee Earner.
 - Liaise with the Finance Department regarding the payment of disbursements, outstanding accounts etc.
 - Contribute to the smooth running of the firm by assisting other members of staff in periods of peak demand with document production, task list maintenance, taking telephone calls and general administrative duties.
 - Mail sorting.
 - Perform to a high level in a target orientated environment.
 - To undertake any other tasks as deemed relevant and reasonable by the business.
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Key Performance Indicators

Your KPIs and Objectives will be discussed and agreed with you on a one-to-one basis. You will have regular one-to-one meetings with your line manager to review your performance against these objectives and identify any areas for development and/or required support.

Person Specification

Essential

- Experience assisting with a caseload of serious injury cases.
- Commitment to delivering excellent client care for each of our clients.

- Excellent communication skills, both verbally and in writing.
- Accountable for achieving objectives in a fast paced environment whilst maintaining high standards of work quality and client care.
- Competent working with a case management system and good knowledge of Excel and Word.
- Good attention to detail and strong organisational and time management skills.

Desirable

- An understanding of serious injury or multi track personal injury cases would be advantageous.
- Maintains a positive attitude, self-motivated and uses own initiative.
- Team player who acts as a role model to your colleagues.
- 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 career at Minster Law.

Personal Development

There is the opportunity for high performing individuals to move into different departments across the business to expand their knowledge and experience, and develop a career within Minster Law.

Travel

Our clients are based throughout England and Wales and there will be a need for regular travel, for example to undertake meetings with clients and conferences with the multi-disciplinary teams of experts and counsel.

This role is based in our Wakefield office.

Version Control

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