



## PARALEGAL JOB DESCRIPTION

Name & Date of Issue:

Reports directly to: Group Office Manager & Fee Earner/Head of Department

Job Summary: To provide accurate, timely and efficient assistance to fee earners on client matters ensuring that all guidelines, policies and procedures are adhered to ensuring the highest level of service to clients at all times.

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### **Main Responsibilities**

- To effectively assist the relevant fee earners in client matters by undertaking tasks including but not limited to the following:
  - Time Recording chargeable and non-chargeable time as directed (where applicable)
  - Achieving Fee Earning targets as directed (where applicable)
  - Manage client interaction effectively and professionally; over the phone, face to face and via correspondence
  - Assisting in the timely transactions and the effect of financial controls as directed and in accordance with departmental procedures including timely and effective management of monthly Aged Debtors report
  - Ensuring all file records are kept current and case management procedures are maintained effectively (includes file closing)
  - Obtaining funds on account as directed
  - Collecting outstanding disbursements in a timely manner as directed
  - Rendering timely interim bills (as appropriate) as directed
  - Monitoring work in progress and ensuring client kept informed accordingly as directed
  - Ensuring that the highest level of professional standards and client care are maintained
  - Maintaining an effective diary system in liaison with support staff
  - Ensuring conducive working relationships with clients, colleagues and other associated third parties
  - Ensuring that any work/matter related issues that may detrimentally affect the Firm, are brought to the immediate attention of the head of department.
  - Maximising potential cross selling opportunities across the Firm
- Ensure positive and professional representation of the firm at all times
- To undertake all training as required by the Firm
- Comply with all policies and procedures set down by the Firm
- Any additional duties that may reasonably be required

### **Knowledge, Experience and Skills required**

- Appropriate currency of knowledge in the relevant area(s) of law and/or appropriate qualification and/or relevant experience
- High standard of written and spoken English
- Microsoft Office skills (Word and Excel as required for the role)
- Ability to work effectively as part of a team as well as working on own initiative
- Good organisational and communication skills
- Adaptability and flexibility
- Excellent organisation and time management skills
- A high regard for confidentiality