



Job Description

Job Title:	Paralegal				
Department:	Family	Reporting to:	Simon Osborn	Line Manager:	Paula Fowler
Job Summary:	<p>To work as a Paralegal to support a Partner within the Family Team based at our Charter Court Office.</p> <p>You are required to work alongside other team members to provide clients with a service that is of a high standard, and ensure that the department works as effectively as possible.</p> <p>The post holder may occasionally be required to travel between the firm's office locations as required, in order to best serve our clients.</p> <p>The emphasis is on team work contributing towards the delivery of Family services to our clients.</p>				

About FJG

We are an established, progressive and expanding firm. Our Family team is recognised in the highest tier of Legal 500 and Chambers. We are looking for people who can work on their own initiative. We are accredited with Investors in People. Anyone working with us will have the opportunity to learn new skills alongside partners, our legal teams, our management team and all our support staff. We will fully support and reward you for your talents in an environment that offers a genuine career path, and provide you with the opportunity of achieving your development goals.

Key Responsibilities / Duties

- Provide cost-effective legal administration support to fee earners wherever possible.
- Deal with matter related enquiries, whether on the telephone, in person or via email/web enquiries.
- Prepare client care correspondence.
- Able to draft, with supervision, documents.
- Brief counsel on routine matters and instruct agents.
- Prepare applications for legal aid
- Diarise and manage key dates for fee earners in Outlook and P4W.
- Maintain 100% time recording.
- Managing & chasing client debts.
- Prepare marketing and social media materials and to assist in the management and updating of website
- To utilise the Firm's case management system to prepare, revise and format documents and correspondence.

- Transcription of correspondence from digital dictation.
- Access and print hard copy reports, correspondence and documents and file in a timely manner.
- To prepare for despatch outgoing/internal mail.
- To ensure that outstanding client care is given at all times and to maintain a highly professional approach.
- Promptly progress new enquiries from phone, email or website, booking appointments as necessary.
- Make appointments, arrange meetings and maintain up-to-date diaries for fee earners.
- Progress enquiries and take and record accurately any messages and pass them on to the appropriate person without delay.
- Deal accurately with filing, storage and retrieval of client files in line with the Firm's filing system procedures.
- Set up new files accurately and speedily on instructions from fee earners (both electronically and hard copy).
- Closure of files according to the firm's procedures.
- To pay in cash, cheques and banker's drafts promptly.
- To request petty cash, cheques, banker's drafts and telegraphic transfers.
- To take a lead on file review administration for the team.
- To exercise your initiative and be proactive in the business development of the Firm generally.
- To ensure the confidentiality and security of all practice and client's documentation and/or information.
- To manage all files methodically and efficiently and in accordance with the Firm's procedures, Solicitors Account Rules, Anti Money Laundering procedures and the LEXCEL quality mark requirements.
- To comply with the Firm's various policies and procedures as laid out in the Employee Handbook.
- To create and maintain professional relationships with supervisors and other members of staff.
- To prepare and serve refreshments as and when required.
- To undertake such other duties, training and/or hours of work commensurate with the role.

Skills and Experience

The ideal candidate will have experience of working within a Family department. He or she should work effectively with other team members, and be able to work unsupervised at times. Integrity with excellent attention to detail and strong written and oral communication skills are essential. The ideal candidate must be able to build good working relationships with clients, showing empathy and understanding of their needs to provide a service of outstanding quality.

In addition, this role requires a positive outlook and a motivated and passionate individual, who is able to deal with competing priorities and meet deadlines.

Knowledge of case management systems and Microsoft Office software skills are essential. They should also have organisational intelligence and communication skills, and be able to work on their own initiative and pre-empt problems and identify solutions. The ideal candidate will be ambitious and professional and recognise the relevance of their role and responsibilities and its impact on our clients as well as their own future career.

Key Competencies

Accuracy and knowledge of MS Office is a essential. Speed of turnaround and excellent communication skills are key. The ideal candidate needs to be able to show initiative and be self-sufficient, as well as a team player. He or she needs to have a can-do work ethic and be adaptable. Time management and ability to prioritise are essential as will be a practical and intuitive understanding of casework and client care.

You will also be required to undertake other tasks as directed to ensure the work of the department or firm as a whole is carried out.

The above will change/be amended as your knowledge and experience within the firm grows.

Person Specification

	Essential	Desirable
Qualifications		<p>Studying towards a recognized legal or paralegal qualification, or</p> <p>A recognised legal or paralegal qualification</p>
Skills	<p>Excellent oral and written communication skills</p> <p>Ability to deliver a strongly client-focussed service, giving timely practical legal support</p> <p>Ability to prioritise own workload minimal daily supervision</p> <p>Ability to organise fee earners' files to ensure efficient delivery of service</p> <p>Take administrative lead on the management of fee earners' files and ensure all bills are delivered and followed up in an efficient manner</p> <p>A team player who can demonstrate initiative as well as support colleagues</p> <p>Computer literate in windows using Outlook, word processing and PowerPoint</p> <p>Ability to work under pressure.</p>	<p>Experience of writing articles aimed at clients and/or for PR opportunities</p> <p>Working knowledge of a case management system</p> <p>You will have prior experience of handling a wide range of matters</p>
Knowledge / Experience	Some experience of paralegal support work	
Personal Attributes	<p>Excellent organisational skills</p> <p>Use own initiative</p> <p>Able to meet deadlines and work under pressure</p>	