

STEWARTS

Job description

Job title:	New Enquiries Paralegal
Reporting to:	Personal Injury & Medical Negligence Partners
Department:	Personal Injury & Medical Negligence
Purpose of role:	To provide assistance to the Personal Injury & Medical Negligence teams with new enquiries.
Hours:	Permanent, full-time, working hours are 37.5 hours per week which may be worked flexibly between 9.00am and 6.00pm Monday to Friday with a daily lunch break of one hour. There may be a requirement to work additional hours from time to time

The Personal Injury and Medical Negligence teams aim to consolidate their position as leading serious injury claimant practices in the country and to continue to secure high-quality instructions, acting only for clients who have sustained serious life-changing injury – in particular brain and spinal cord injury.

At an exciting time for the Personal Injury and Medical Negligence departments, we are looking to recruit a dedicated New Enquiries paralegal to support the existing and growing teams.

Duties:

- Receives all new enquiries via email and telephone
- Forwards new enquiries in relation to catastrophic injuries to the relevant partners
- When the nature of a prospective client's injury is unknown, liaises with them via telephone/video call to seek further information regarding the details of their injury and understand their concerns
- Where a prospective client's claim cannot be taken forward, prepares preliminary advice and signposts them to alternative law firms
- General administration, including filing, supporting internal processes and supporting the team's partners
- Contributes to department activities, such as business development initiatives (e.g., drafting articles/presentations) and internal know-how/training sessions
- Undertakes other ad hoc duties as required by the team

Job skills required:

- Essential: at least a 2:1 at undergraduate level
- Excellent typing and IT skills, including good working knowledge of Microsoft Office Suite (Word, PowerPoint, Excel and Outlook)
- Experience of injury work is preferable

Business Development and Financial skills:

- Understands client needs and displays an appropriate sense of urgency
- Demonstrates general commercial awareness and vision, helps to build client relationships through pursuing own business development/marketing initiatives
- Assists with and/or attends social, fund-raising or training activities
- Represents the firm appropriately, develops own professional network and raises personal and firm profile

Knowledge-sharing skills:

- Makes use of the firm's collective knowledge resources, promotes internal knowledge-sharing
- Attends and contributes towards know-how or team meetings

General skills:

- Well organised, uses initiative, prioritises appropriately, applies self, shows attention to detail, manages own workload and meets deadlines
- Demonstrates excellent communication and interpersonal skills (respectful, positive, articulate, professional and sympathetic)
- Delivers helpful internal services with a "can do" approach, shows commercial awareness and represents the department/firm appropriately
- Shares information and ideas
- Accepts and follows instructions, listens, makes notes, questions appropriately, co-operates
- Shows sound judgement and decision-making skills; acts within boundaries
- Shows commitment, passion and enthusiasm
- Is a respectful, reliable and supportive team player
- Reflects the firm's culture