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

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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
- LPC, SQE or Bar qualification is preferred; otherwise, the successful candidate must be willing to enrol on SQE1 after joining the firm.

- 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