**Family Paralegal**

**Job Description**

**Reports to:** Fee Earner

**Overview of role**

To provide expert legal support to a fee earner and progress matters in fee earner absence with no reliance on dictation. To handle matters through to the closure of the file with regular communication with clients and third parties over the phone, or in person.

**Main Tasks (this list is non-exhaustive):**

* Taking new Client’s calls, advising of costs structures and making new client appointments;
* Taking payments from Clients;
* Providing Clients with general updates;
* Preparing brief for Counsel and collating enclosures;
* Preparation of e-bundles;
* Sorting incoming emails and post - exporting and scanning to Osprey and physically filing where necessary;
* Filing and general maintenance of Osprey and Paper file;
* Assisting with Clients queries where possible and escalating to fee earner where required;
* Sending invoices;
* Chasing payments and sending draft claim form where required;
* Providing updates to all parties;
* Organise diaries, schedule meetings and respond to telephone queries;
* Corresponding with clients and opposing solicitors;
* Carrying out all necessary AML requirements;
* Ensuring all files meet compliance requirements;
* Keeping up to date with compliance procedures and policies;

**Training**

* Fraud;
* Data Protection;
* Anti-Money Laundering training;
* Cybercrime;
* To actively keep up to date and further your knowledge within the area of which you work.

**Inclusive responsibilities:**

* To act in the best interest of the firm at all times;
* To adhere to the firm’s policies at all times;
* To be respectful at all times to colleagues, suppliers, clients and any other visitors of the firm;
* To provide a high standard of client care.

**Qualities:**

* Calm and approachable;
* Team player;
* Positive attitude;
* Mulitasker;
* A professional approach to work, integrity and a respect for confidentiality.

**Skills/Experience:**

* Excellent communication skills, both written and oral;
* Analytical and problem-solving skills;
* Excellent time management skills;
* Accuracy and attention to detail;
* Numeracy and IT skills;
* Ability to plan work and prioritise tasks;
* Interpersonal skills, to work as part of a team or with other people and organisations;