Hill Twine Solicitors Job Description & Person Specification:

Paralegal

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| **Job Holder Name** |  |
| **Job Title** | Paralegal |
| **Location** | Bournemouth, Dorset |
| **Reports To** |  |

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| **Summary of Role** |
| Our paralegals work as part of a team with other fee earners and staff, who assist and support each other. The firm holds a Legal Aid Criminal Contract and our paralegals are designated fee earners, responsible for conducting their own caseload.  The job holder will provide efficient and effective legal advice, assistance and representation for publicly funded clients, maintaining the highest standards of professional expertise and client care at all times. They will be expected to assist solicitors in the conduct of all types of criminal work but may be allocated to a particular area, for example, Crown Court litigation or lower crime.  The job holder will be expected to make every effort to obtain the best result for the client, consistent with the evidence in the case. They will need to be accessible to the clients and to maintain regular and appropriate contact with them and other agencies as required.  The job holder will be assigned to a Supervising Solicitor and will be directly responsible to the Directors of the firm in respect of their day to day performance and legal work. |

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| **Key Responsibilities** |
| * Liaise with team members (solicitors and other accredited representatives) in relation to diary commitments to ensure that clients receive timely advice, assistance, and representation by the firm * Assist the firm to meet the KPI standards for all areas, in accordance with the Legal Aid Agency Criminal Contract requirements * Deal with correspondence and telephone queries, managing the client’s expectations * Open files and undertake administrative tasks including writing letters to clients and other agencies, in accordance with the firm’s processes, procedures, and policies * Maintain proper diary systems, for all types of work, including key dates for court cases, conferences, and court hearings * Liaise with clients and solicitors/barristers/external counsel to assist with case preparation, including holding conferences with clients and witnesses to take proofs of evidence and witness statements * Attending court to assist advocates, taking notes of evidence and conferences * Assist the firm in ensuring that matters are conducted in accordance with professional standards and the Legal Aid Agency Specialist Quality Mark Standards * Maintain professional excellence by keeping knowledge up to date * Maintain confidentiality and act in accordance with legal professional privilege * Applied knowledge of the firm’s policies, processes, and procedures * Adhere to the client care standards set out in the firm’s terms of business and office manual * Attend meetings and training sessions, as required * Manage own professional development * Use the firm’s case management software for file management and administration, including time recording and billing support   The job holder will be expected to carry out any other tasks as reasonably delegated to them by the Directors. |

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| **Qualifications & Accreditations** |
| Desirable:   * GCSEs (or equivalent) in English and Maths – grade A\*- C (or equivalent) |

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| **Person Specification** |
| * Ability to work as part of a team * A good knowledge of the criminal law as applicable to the types of work covered * A strong intellectual ability, including the ability to research and apply knowledge to real life situations * A good understanding and working knowledge of the funding provisions relating to the assigned criminal law work type * Ability to perform to a high standard under pressure, including the ability to make decisions and to seek advice from solicitors as required * Excellent ability to assimilate information quickly and in pressurised situations * To be able to communicate effectively with others face to face, on the telephone, and in writing * Willingness to work with people from all walks of life and to recognise that all people should be entitled to equal opportunities before the law * Commitment to developing the firm’s practice * Excellent IT skills, including in relation to the use of word processing software and case management systems * Excellent organisational skills and proven ability to use own initiative |