

**JOB DESCRIPTION – PARALEGAL**

**(PRIVATE CLIENT)**

**PURPOSE OF THE ROLE**

The Paralegal will provide advice and assistance to clients within their specialism and will manage their own caseload. They will provide support to the firm in the following areas:

* Financial and commercial contribution
* Client service and compliance
* People and Teamwork
* Business Development

Responsibilities may differ between departments and teams and objectives will be agreed as part of the firm’s performance review process each year.

**RESPONSIBILITIES**

**Quality service and compliance:**

The Paralegal will work in the most effective way to deliver excellent client service and manage compliance issues effectively. They will:

* Manage their own caseload, ensuring that all work is completed in a timely and efficient manner
* Attend meetings with clients, following up quickly and with advice and documentation that is relevant, accurate and adds value
* Deliver a first-class service to existing and potential clients, effectively managing client expectations and delivering work to clients within the timescale proposed at the outset
* Maintain accurate records and files for each client matter
* Maintain an understanding of up to date compliance policies and procedures, escalating issues as appropriate
* Conduct legal research, and keep up to date with changes in the law and legal procedures

**People and Teamwork**:

The Paralegal will effectively work with and support others. They will:

* Develop solid relationships across their team and peer group
* Be approachable and willing to support other team members
* Behave and treat others in line with the defined Harrowells culture
* Provide assistance to others to help them achieve their financial targets and objectives
* Regularly review and update progress against their objectives and learning and development plans
* Attend and contribute to team and firm wide meetings

**Financial and commercial contribution**

The Paralegal will work in the most effective way to ensure financial targets are achieved. They will:

* Understand financial reporting on Mattersphere and meet monthly fee target and time requirements
* Regularly review working practices to ensure they are working in the most efficient way to maximise fee income
* Price work effectively, with support from other fee earners in the team
* Invoice clients appropriately and effectively manage client expectations

**Business Development Contribution**

The Paralegal will work with the team to grow work levels and develop their own network. They will:

* Work hard to maintain existing client relationships
* Develop an internal network and identify cross referral opportunities
* Continually look for opportunities to promote Harrowells externally
* Participate in relevant BD activities

**Responsibilities that are specific to this role include:**

* Drafting wills
* Estate administration
* Lasting and enduring powers of attorneys

**THE PERSON**

Based on feedback, our people are looking for Paralegals who:

* Are client focussed and value first class service
* Have a common-sense approach and a good attention to detail
* Are technically sound, and can work in an efficient, organised way
* Are ambitious, diligent, and willing to go the extra mile
* Work as a team and support colleagues
* Can communicate well, with good listening skills
* Are enthusiastic and willing to learn and develop
* Have a good sense of humour
* Want to get involved and contribute to the smooth running of the office
* Have a professional, commercial approach
* Are looking for a long-term commitment rather than a short-term role

*The activities outlined in this job description aren’t exhaustive and there will be a requirement to undertake any other appropriate duties as may be required.*