

## JOB DESCRIPTION

### Portal Paralegal Grade 2

**Reporting to:** Portal Team Manager

**Management Responsibility:** none

**Team:** Sheffield (National Fast Track Centre)

### Job Purpose

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To undertake a full and varied caseload of claims proceeding in the MOJ Portal (EL, PL and RTA). To effectively acquire and complete the 'evidence' stage in order to maximise damages on behalf of the claimant. To make appropriate decisions, to organise and plan work and utilise the systems and processes in place correctly. Case handling must be undertaken to a high standard with an emphasis on ensuring excellent client care throughout.

### Areas of Responsibility

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- Promptly process cases where liability is admitted in the Portal.
- Finalise funding, undertaking necessary BTE and union membership checks.
- Undertake tasks in the Portal, as required e.g. checking information, lodging CNF, inputting information.
- Process cases which exit the Portal, at any stage, and ensure that these are promptly referred to the appropriate team.
- Instruct appropriate medical experts.
- Identify and investigate all heads of loss, for general and special damages including subrogated claims.
- Identify and obtain all necessary evidence on quantum, as appropriate, e.g. medical records, photographs of injuries, witness evidence, loss of earnings details, etc.
- Once all evidence (medical and specials) is complete, prepare the claim to be valued.
- Retain cases in 'evidence' stage where it is not possible to value the claim (i.e. there is no prognosis) and to ensure that cases are investigated in further detail at the appropriate time.
- Follow up on further investigations needed after client's instructions on medical evidence/special damages.
- All work to be undertaken in line with the Unit's processes, standards and levels of authority.

This list is not exhaustive and may vary.

## PERSON SPECIFICATION

### Portal Paralegal Grade 2

Specification	Essential	Desirable
<b>Relevant skills and/or aptitudes</b>	<p>Good IT skills – including use of Word packages</p> <p>Ability to draft relevant correspondence, including email</p> <p>Ability to work on own initiative and as a member of a team</p> <p>Ability to work accurately and pro-actively with accuracy and attention to detail in all aspects of work</p> <p>Good client care skills – an ability and willingness to develop client relationships</p> <p>Ability to demonstrate strong organisational skills and multi-tasking</p> <p>Ability to follow instructions and make appropriate decisions relevant to the level of work and knowing when to refer matters</p> <p>Numerate and possess good verbal and written communication skills</p>	

<b>Experience</b>	<p>Administrative work, data inputting experience</p> <p>Dealing with clients – face to face or on the telephone</p>	<p>Experience working in the legal sector or professional services</p>
<b>Relevant education/training</b>	<p>A Level qualifications or relevant training/work experience</p>	<p>Law degree or Common Professional examination/Graduate Diploma in Law or experience of equivalent standing</p> <p>At least a 2:2 classification Law Degree</p> <p>MOJ Low Value Portal claims process</p>
<b>Other requirements</b>	<p>Enthusiastic attitude and approach to work</p> <p>Reliable and dependable</p> <p>Client focussed approach</p> <p>Adaptable to change and flexible</p>	<p>An understanding of and empathy with the Trade Union movement</p>