**JOB DESCRIPTION**

***Legal Advisor***

**Job Title:** Legal Advisor

**Location:** Sheffield

**Reports to:** Director

**Standard Hours of Work:** 39.5 hours per week over a 13 week rotation. This is

to include shift work between the hours of 8am and 8pm Monday to Friday.

**Salary Range (incl. Benefits):** £16,124 per annum

**Date:** 6th August 2015

# Job Purpose

### To communicate with clients via various methods but primarily by the telephone in order to take their instructions in connection with legal claims and to provide basic legal advice.

### SCOPE OF THE ROLE

This role will be based in Sheffield ultimately reporting directly to a Director but to a Team Leader for day-to-day matters.

# Principal ACCOUNTABILITIES/TASKS

* To provide preliminary advice on PI and/or Employment claims and take initial instructions from clients.
* To provide certain general legal advice based on the experience and capability of the post-holder.
* To contact clients over the telephone primarily and in writing/by email.
* To contact third parties by telephone to instigate initial investigations.
* To input the necessary data onto system.
* To maintain and keep updated the case management system
* To provide excellent customer care in line with required SLAs and audidts.
* To answer all inbound calls and make all outbound calls in a prompt and professional manner to agreed departmental standards.
* To meet strict deadlines
* To perform general administration tasks
* To undertake any tasks which may be required to ensure the smooth running of the department
* To adhere to SRA and Data Protection regulations
* To perform any other duties as and when required.