**Job Description**

**Job Title:** RTA Portal Fee Earner

**Location:** Sheffield

**Reports to:** Head of Legal Practice or Team Leader for day-to-day matters

**Standard Hours of Work:** 39.5 hours per week

**Salary Range (incl. benefits):** £18,000 - £20,000

**Date revised:** 27th August 2015

# Job Purpose

### To work hard as part of a team handling road traffic accident personal injury cases. The jobholder will be responsible for handling their own caseload within the personal injury department at our Sheffield office.

### The jobholder will be handling a caseload of approximately 200 RTA files, from receive newly accepted cases and progressing through stages 1, 2 and 3 of the MOJ Portal, along with infant claims proceeding to infant approval. They will assist fee earners with non-portal and litigated cases.

### SCOPE OF THE ROLE

The jobholder will deliver excellent levels of client service throughout the progression of the case and will keep the client regularly updated, in line with department service level agreements.

They will be responsible and accountable for handling the claim from acceptance to settlement within the MOJ Portal and in line with Unionline best practice.

The jobholder will be responsible for the efficient transfer of the cases to senior colleagues if the cases exit the MOJ Portal.

# Principal ACCOUNTABILITIES/TASKS

* To manage task list/diary to plan and organise working day/week and ensure this is up to date at all times
* To generate, send and chase return of initial retainer documentation
* To ensure correct third party details are on the file or obtained
* To receive completed client retainer documentation, validate and make initial contact with the client
* To review and collate Schedule of Loss and obtain as much Special Damages documentation and evidence by the time medical evidence is received. Specifically in relation to liability, obtain photographs and plans of the accident locus, request police accident reports and any other important evidence pertaining to the case
* To manage the medical process by instructing medical agencies to arrange medical appointments, identify correct medical expert and request medical nominations as required
* To ensure clients attend medical appointments and the medical report is received
* To be responsible for updating the medical agency on the status of the claim and not incurring any further disbursements should the case be discontinued
* To complete and submit the Stage 1 Claims Notification Form (CNF)
* To generate Letter of Claim to third party and third party insurers where applicable
* To regularly check the portal for responses to the CNF submission while continuing to collate information regarding Special Damages etc., in order to proceed to Stage 2
* Exiting MOJ Portal – at Stage 1
* To request police reports, medical records and complete first draft of witness statements
* To escalate allegations of fraud, low velocity impact (LVI) or other disputes to the team leader as soon as they are raised
* To prepare and complete the medical synopsis and to value the claim, up to permitted level, and inform the client
* To negotiate settlement at Stage 2
* Where a case exits the MOJ Portal or needs to proceed to Stage 3 of the process, refer the immediately to the team leader
* To legally vet new leads
* To work in any other areas as requested by the firm if necessary, which may include other offices and those of clients