**Person specification**

**RTA Portal Fee Earner**

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| **Criteria** | **Essential/Desirable** |
| **Person specification** |  |
| Able to prioritise workload and take decisions commensurate to the role | Essential |
| Demonstrates self-motivation and a desire to learn, progress and develop | Desirable |
| Demonstrates a proactive and client-centric approach | Desirable |
| Able to comply with agreed process and best practice | Essential |
| Demonstrates an organised approach to handling a large volume of cases | Essential |
| Able to work flexibly as needed to hit set targets and deadlines | Essential |
| Able to work on own initiative and as part of a team | Desirable |
| Able to work with a considerable amount of detailed information | Essential |
| **Experience** |  |
| Dealing with a caseload of RTA portal personal injury claims | Essential |
| Using a case management system | Essential |
| Working in a legal, insurance or professional environment  | Essential |
| **Technical skills and qualifications** |  |
| Knowledge and understanding of current personal injury pre-action procedures | Essential |
| Strong negotiation skills | Essential |
| Competent use of Microsoft Word and Excel, and general computer skills | Desirable |
| Good comprehension skills relating to the understanding of a range of documents related to a case  | Essential |
| Able to write clearly, correctly and concisely  | Desirable |
| Excellent telephone manner and verbal communication skills | Essential |
| Able to collect and assess evidence, determine prospects, provide appropriate advice to clients, and progress the claim efficiently | Essential |