**Job Description**

**Job Title:** Legal Advisor

**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 over a 13 week rotation. This is to include shift work between 8am and 8pm, Monday to Friday

**Salary Range (incl. benefits):** £16,124

**Date revised:** 15th March 2016

# 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

The job will be based in Sheffield, ultimately reporting to the Head of Legal Practice, but to the team leader for day-to-day matters.

# PRINCIPAL ACCOUNTABILITIES/TASKS

* To provide preliminary advice on personal injury and 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 primarily over the telephone, and in writing or by email
* To contact third parties by telephone to instigate initial investigations
* To input the necessary data onto the system
* To maintain and keep updated the case management system
* To provide excellent customer care in line with required service level agreements and audits
* 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 Solicitors Regulation Authority and data protection regulations
* To perform any other duties as and when required