**Job Description**

**Job Title:** RTA Personal Injury Team Supervisor

**Location:** Sheffield

**Reports to:** Head of Legal Practice or Head of Personal Injury for day-to-day matters

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

**Date revised:** 26 November 2015

1. **Job Purpose**

To work hard as part of a team handling RTA accident personal injury cases. The jobholder will be responsible for supervising fee earners within the personal injury department at our Sheffield office.

Working with RTA Fee Earners to help them to obtain key targets and objectives.

Dealing with personal injury claims, and handling where necessary a reduced caseload of RTA litigated cases from portal exit to settlement.

Building working relationships with clients and the Unions, and external third parties such medical agencies. Working with colleagues to develop a strong team ethic and deliver exceptional client service to those involved in personal injury claims.

1. **SCOPE OF THE ROLE**

The jobholder will ensure the RTA team delivers excellent levels of client service throughout the progression of the case and will ensure fee earners in the team keep the client regularly updated, in line with department service level agreements.

They will be responsible and accountable for ensure RTA fee earners within the team meet prescribed SLAs and targets, including financial and file progression/shelf life targets.

The jobholder will be responsible for the ensuring the appropriate vetting and allocation of work within the RTA team, including the efficient transfer of the cases to senior colleagues if the cases exit the MOJ Portal.

1. **Principal ACCOUNTABILITIES/TASKS**

**Team management**

* To monitor, guide, mentor and be accountable for performance of the team including appropriate team development
* Work within a framework of objectives and target setting
* Assist in recruitment, and participate in the departments performance management framework, including conducting appraisals, one-to-ones, and back to work interviews
* Attend and participate in all management team meetings
* Undertake non-chargeable work, including practice development for the benefit of the firm, which may be outside of office hours
* To effectively utilise and promote the use of the Case Management IT system
* To effectively use Management Information to monitor performance and caseload
* Any other tasks necessary for the effective operation of the team
* Undertake or deliver appropriate training
* Identify, resolve and escalate risks to Senior Management as appropriate

**case management**

* To draft pleadings, application notices, disclosure lists, witness statements, schedules of loss, brief to counsel, trial bundle index, case summary
* To complete internal forms for defence review, witness statement exchange and authority to proceed to trial
* To attend Court (personally or by way of telephone) and perform advocacy for Case Management Conferences, Application Hearings and Pre-Trial Reviews
* To value PI claims competently & utilising JSB guidelines/case law where appropriate; to effectively investigate, collate/calculate and present special damages claims (including future loss)
* To establish and focus upon issues/facts in dispute in the context of liability; to utilise case law where necessary; to make effective use of Part 36
* To appropriately involve the Head of Personal Injury where input on technical matters and operational issues as warranted
* Plan workload in order to anticipate and balance priorities
* Maintain an awareness of changes in legislation, practice and procedure
* Ensure that all correspondence and messages are dealt with appropriately, within prescribed SLAs, providing excellent client service
* Ensure that all clients, on all occasions, are treated with courtesy and dealt with expeditiously
* Work hard as a team player; being a committed and confident litigator