**Job Description**

**Job title:** Personal Injury Legal Assistant

**Location:** Sheffield

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

**Standard hours of work:** 35 hours per week

**Salary range (incl. benefits):** £19,000 - £22,000

**Date revised:** 14th April 2016

# Job purpose

To work as part of a team to provide support and administrative assistance to litigators within the personal injury department.

To ensure the timely progression of matters through excellent client care and administrative support.

Working to achieve individual and team key targets and objectives, and ensuring compliance with service level agreements.

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.

### **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.

The jobholder will be keen to develop their skills and have the motivation and drive to develop to handle more complex personal injury matters.

They will be responsible and accountable for ensuring they meet prescribed service level agreements and individual targets, including financial and file progression or shelf-life targets.

They will be responsible for ensuring that allegations of fraud, fundamental dishonesty or other complex issues or multi-track claims are referred to the fee earner or supervisor as quickly as possible.

# Principal accountabilities and tasks

* To update clients on their case, advise of medical appointments, answer simple client queries, and accurately record all correspondence
* To advise clients on simple liability claims, treatment, mitigation of losses, protocol and time limits, simple quantum queries, and explain court procedures
* Provide instructions to medical agencies, chase medical appointments, review medical reports and forward reports to clients
* Assess quantum on simple injuries
* Assist with completion or drafting of court documents and preparation of court bundles
* Review task lists and manage diaries in relation to directions, hearing dates and requests for judgement
* Liaise with counsel to attend hearings
* Collate evidence and draft schedules of loss
* Obtain updates from clients on symptoms at the end of prognosis
* Request Loss Of Earnings information from employer
* Draft Loss of Chance
* Deal with simple queries from third party solicitors, insurers and defendants
* Identify third parties and third party insurers
* Identify witnesses to accidents
* Forward CRU details to third party insurers
* Conduct legal research through online research platforms, including in relation to quantum
* Ensure all information held is accurate and up to date