



Job Title: **Paralegal**

Salary: **£24,500 to £26,303 dependent upon experience**

Hours of Work: **Full Time – 37.5hours per week**

Location: Hybrid working – **South Derbyshire, Derby City, and Tamworth (with some remote working)**

Applications Closing Date: **Rolling recruitment until successful candidate found**

Service Aim

Citizens Advice Mid Mercia (Camm) are commissioned by the Legal Aid Agency for the provision of legal advice and support to those eligible for Legal Aid.

Camm have extensive experience in delivering Legal Aid contract work through face to face and remote contracts. The role of **Paralegal** provides the opportunity to join our successful, growing team.

The Role

- Assist with the delivery of advice and support through specialist legal advice and casework

Main Duties and Responsibilities

Specialist legal advice and casework, including but not limited to:

- Assisting with the development and delivery of the “Housing Loss Prevention Advice Service” by assisting and acting on behalf of clients for housing, debt and welfare benefit matters relating to a risk of possession to the home.
- Assist with the face to face Legal Aid contract and Telephone Advice Service contracts where required
- To offer telephone, face-to-face and email advice
- To assist the Legal Services Manager, and other members of the team as required
- To attend Court duty and represent clients in court when required, at Derby and Stafford
- To identify potential legal aid cases
- To record advice and maintain cases to a high standard on the case management system

- To meet deadlines
- Research tasks given by your line manager
- Preparation of court documents
- Attending court with Counsel when required
- Drafting of court documents as instructed by your line manager
- Assist with administration tasks for the team where required

Client Relations

- To provide a high-quality legal service to all clients.
- To develop and maintain good client relationship skills, gaining clients 'confidence and that of other professionals.
- Receive requests for legal advice from current and potential clients and deciding on the most appropriate responses to make to these requests.
- Offering appropriate advice on the law, legal procedures and a wide range of associated issues.
- Research documents and case history to ensure accuracy of advice and procedures.

Professional Standards

- To work and behave in a professional manner and to the highest standards of the profession.
- Comply with procedures set out in the Office Manual, Practice Manual of the Legals Services Department, professional standards and any requirement set by the Solicitors Regulation Authority (SRA).
- Carry out duties faithfully and diligently and follow all reasonable instructions.
- Treat all information about the charity and its client and their business as wholly confidential.

Personal Development

- To have a clear understanding of what it would take to maintain your knowledge and what professional support you require.
- Support internal procedures and systems of Citizens Advice including file/case management, time recording.
- Participate in team meetings.
- Attend internal training and external training as and when required.
- Keep up to date with law and practice.
- Share information with colleagues.
- Read journals and attend courses as part of continuing professional development (CPD) and record your completed training.

Administration

- Assist with monitoring and actioning incoming fee earner administration requests including (but not limited to) scanning, opening and closing files.
- Attend court duty (usually on a Tuesday but this may change) at Derby County Court to assist with administrative tasks in a fast-paced environment
- Assist with print and post requests
- Assist with re-stocking file wallets
- Assist with clients who present at the office with paperwork.
- Assist with managing the mailboxes, listen to voicemails and respond to emails/messages, as appropriate.
- To communicate with potential new clients and report back to a relevant fee earner
- Word process letters, documents and other ad hoc reports as required
- Analyse and input data onto spreadsheets as required.
- Collate and produce information from spreadsheets and databases as required.
- Assist with opening, recording and distributing incoming post, and record/prepare outgoing mail for dispatch.
- Greet clients and provide reception/door cover where necessary.
- Attend team meeting and take meeting minutes
- Assist with the preparation of court bundles and/ or documents

General:

- Greet clients and other visitors to our premises.
- Abide by safeguarding, GDPR and health & safety guidelines and share responsibility for own safety and that of colleagues and clients.
- Undertake any other relevant administration and support duties that may be reasonably requested by the solicitor/ Head of Legal
- Uphold the aims and principles of the organisation,
- Comply with all CAMM published policies and procedures.
- Comply with organisational, statutory, and legislative requirements.
- Provide a service that is based on sensitivity and respect for clients.
- Maintain confidentiality about clients and their contact with the organisation.

- Approach tasks with enthusiasm, drive, and a can-do attitude.
- A flexible approach to working hours and sites as required by the needs of the business.
- Support other CAMM legal teams as needed

Person Specification

	Specification	Essential	Desirable
1	Ability to provide administrative support and to maintain office systems.	✓	
2	Ability to work under pressure and adhere to targets and deadlines as set by your line manager	✓	
3	Ability to monitor and maintain own standards.	✓	
4	Effective written and oral communication skills.	✓	
5	Ability to work on own initiative and willingness to improve the service working closely with line manager and team members	✓	
6	A commitment to continuing professional development, including a willingness to learn and develop knowledge and skills.	✓	
7	Ability to use IT packages, including word processing / spreadsheet / database packages and the ability to use email and to maintain an electronic diary	✓	
8	Ability to research, analyse and interpret complex information	✓	
9	Access to transport and ability to work in Derby City and South Derbyshire venues, and occasionally Tamworth. This includes attending Derby County Court	✓	
10	Understand and empathise with the aims and principles of the CAB service and its various policies.	✓	
11	Adhere to the organisation's CORE values	✓	
12	Experience of working within a specialist advice team		✓

Probation Period: 9 months

Benefits: 28 days annual leave plus bank holidays pro rata, up to 5% pension contribution.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

Our CORE values

- ✓ **Communicate:** We will be consistent, positive, passionate, and listen.
- ✓ **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- ✓ **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- ✓ **Effective:** We will deliver quality, focus on detail and be professional.

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

To Apply

If you want to chat about the role further, you can contact:

- Elizabeth Holt (Head of Implementation & Operations) 07814 918993
- Alison Winfield (Legal Services Manager) 07976823930

Please visit our website to complete an application form:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>