



Paralegal – social welfare department

The firm

TV Edwards was established in the East End of London in 1929.

Now with offices in Clapham Junction and Whitechapel, the firm enjoys a national reputation for delivering first-class legal services. We have been recognised for the innovation shown in IT development, leading the field and supporting our teams of lawyers in achieving excellence.

We have a strong investment in virtual digital file and case management. Paralegals seeking to join the TVE team will need to be committed to the firm's ethos of working in a paperless environment.

Our lawyers are experts in many different fields of law, and they are brought together to offer a holistic and tailored service. Many are renowned legal experts - they train the profession and they publish. Together, our teams deliver the legal support and representation that individuals, families and businesses need, in the way in which they need it. We pride ourselves on understanding what each client wants to achieve and then helping them get there as quickly as possible.

Great communication is intrinsic to what we do. We explain things clearly and simply to clients. We discuss options, listen to their views and alleviate their concerns. We do this face-to-face, by telephone, by email and by using video conferencing facilities.

We have lawyers fluent in Spanish, French, Italian, Greek, Czech, Slovak, Albanian, Bengali, Finnish, Gujarati, Hindi, Lingala (Congo), Punjabi, Telegu (south India) and Urdu.

TV Edwards has been an Investor in People since 1999 and has held the Law Society's Lexcel Practice management accreditation since 2007.

The Social Welfare Department

The Social Welfare Department undertakes housing, community care and public law work. The majority of the work currently has some housing focus whether it is homelessness, defending possession proceedings, anti-social behaviour injunctions or unsuitable housing for those with community care needs. The work does however extend to what we call "pure" community care work such as challenging Care Act assessments, compelling councils to undertake Children Act assessments, and Court of Protection work acting under instruction of the Official Solicitor or interested parties.

The team is primarily based at our office in Whitechapel, although members of the department also work from Clapham Junction in accordance with client demand. There are currently 3 salaried partners, 1 member partner, 8 solicitors, 2 consultant solicitors, 3 trainee solicitors and

2 paralegal staff within the department. Our department is split into teams with a ratio of 1 paralegal or trainee supporting 2 solicitors.

We have a strong commitment to the training of our staff. We deliver regular internal training courses for staff of all levels of experience. We meet as a department monthly to share knowledge and update on financial targets of the department. At these meetings all members of the team are able to contribute to decisions in regards to the running of the department.

Paralegal

TV Edwards LLP seeks to appoint a full time paralegal to join the Social Welfare team. All our team members are trained to be multi-disciplined in both housing and community care. It would be an exceptional case where a client with dual issues was represented in-house by different lawyers. We consider this provides career development for our lawyers as well as a better experience for our clients. Appointment is subject to a six month probation period, which may be extended at the discretion of the partners.

An induction programme will be provided which will introduce you to office systems and our virtual case management system.

Description of role

- Staffing the new client rota for the process of coordinating and administering the allocation of new client calls under the management of the Deputy Head of Department. This includes taking details of potential new cases from individuals and referring agencies via telephone and email correspondence.
- Carrying out all allotted casework, promptly and efficiently as delegated by solicitors or trainees.
- Carrying out allocated administrative tasks such as completing legal aid applications, contacting barristers and experts for invoices and clients for instructions, arranging appointments and managing entries in solicitor's diaries.
- Completing bundling for court bundles and billing as directed, including collating papers and drafting indexes of papers.
- Clerking court hearings where necessary.
- Undertaking home, hospital and prison visits where necessary.
- Completing and dealing with applications within CCMS for public funding.
- Communicating clearly and regularly with clients, complying with 'client care' requirements.
- Keeping up to date with general legal developments.
- Ensuring that time spent on all casework is promptly and accurately recorded.
- Billing tasks for the administration of billing and liaising with the in-house billing team as delegated by the solicitor.
- Undertaking appropriate administrative tasks in accordance with the Office Manual to help ensure smooth functioning of department and efficient casework and billing.

Person specification

Essential characteristics

- Ability to communicate effectively with the firm's client group
- Excellent written communication skills

- Excellent oral and telephone skills
- Ability to prioritise and work efficiently under pressure
- Good team working ability
- Problem solving ability and good analytical skills
- Excellent IT skills (including word processing and use of Excel spreadsheets)
- Commitment to our client group and access to justice
- Law degree (or equivalent)

Desirable characteristics

- Experience of working in an organisation delivering housing and/or community care law advice and triage of new enquiries within that organisation
- Knowledge of the legal aid funding process
- LPC qualification (or equivalent)

The application process

The firm welcomes applications from all sectors of society and is committed to equality and diversity in all aspects of practice and within this application process. If your experience does not match that in the advert or the above person specification in that you have more experience, we would still encourage you to apply.

Applications must be on the firm's application form - we will not process any applications where a TV Edwards application form is not completed.

The application form together with completed equality monitoring questionnaire must be returned to Maria Walby at our Whitechapel office.

Please email to maria.walby@tvedwards.com

The closing date for applications is **9.30am Monday 8 January 2018**.

We will require references from two separate referees before an offer of employment can be confirmed. We will also require documentary proof of all qualifications.

Terms and conditions

- Salary £19,000.
- You will be entitled to 23 days' annual leave.
- The firm offers family friendly policies - for example, child care voucher scheme.
- TV Edwards operates a workplace pension scheme.

While we thank you for the interest you have shown in TV Edwards, due to the anticipated response, please be aware that only shortlisted candidates will be contacted.