

Public (Direct) Access – Job Description for Administrator/Paralegal

Reporting to: Senior Civil Clerk

Summary

Garden Court Chambers is seeking to recruit a Paralegal/Administrator to support barristers and staff with the implementation of this new business development opportunity. This is ideal for an experienced paralegal or administrator who understands the Business to Consumer market place.

Duties

- To deal with all enquiries coming into Chambers via the Public Access route,
- To follow up all visits, phone calls, emails and other enquires from Clients and to filter and evaluate such enquiries,
- To identify the initial issues involved and outline to the Client the various stages of the process involved,
- To identify the shortlist of Barristers suitable for the case,
- To liaise with Barristers and staff to assess the validity of cases and agree on next stages,
- To organise and arrange meetings between the Client and Barristers as required,
- To record the enquiries on the CRM system and update the status at various stages through to a conclusion of being accepted or rejected,
- To undertake the administration aspects of the case, including the financial aspects in terms of billing and collection,
- To provide support to the barrister and undertake basic case preparation as required.

Person Specification

Essential

- Experience within a legal organisation providing services directly to consumers,
- Experience within an organisation providing service in Immigration Law (either law firm, charity or other NGO)
- Ability to understand legal requirements and explain the process/stages to the public involved in a clear and concise way,
- Good client skills as this is a front facing role, comfortable on the phone, ability to listen,
- Good academic background – law degree or equivalent
- Good IT skills (including Word, Excel)

Desirable

- Knowledge and understanding of rules governing this area of work for Barristers.