

## Solicitor - Disputes Department

REPORTING TO: Head of Disputes

REPORTING TO THIS POSITION: Not applicable

### OVERALL RESPONSIBILITY:

To undertake fee earning work and provide a profitable contribution to the work of the department.  
To ensure the successful development of the firm in line with the business plan.

### MAIN AREAS OF RESPONSIBILITY:

This does not set out every responsibility but provides an overview of your main areas of responsibility.

- + To manage all client work allocated by the head of department or other partner and in accordance with detailed procedures and quality standards set by the firm from time to time.
- + To ensure that all client work is progressed expeditiously, and that the client is kept regularly informed on progress and on costs.
- + At all times to exercise high standards of client care in a professional and pleasant manner.
- + To ensure the confidentiality and security of all the firm's and client documentation and information.
- + To achieve agreed levels of billing and time recording.
- + In close liaison with the Accounts Department, to have overall responsibility for credit control on own matters.
- + To comply with the Solicitors Accounts Rules and the Rules on the Professional Conduct of Solicitors.
- + In liaison with Head of department and other partners, to be active in promoting the services of the firm and its image and ethos.
- + In liaison with Head of department and other partners, to take active part in the marketing, promotion, and development of the department
- + To maintain clear and precise communications with other personnel of the firm.
- + To ensure good working relationships with external institutions and organisations.
- + To supervise, support and develop immediate support staff.

- + To take responsibility for and attend to self-development.
- + In conjunction with the firm, to comply with the relevant training requirements of the Law Society and SRA and to assist with in-house training as may be required.
- + To record time on the firm's designated systems spent on client matters and non-client matters to the performance standards set

**SKILLS & QUALIFICATIONS:**

- + Ability to mentor, support and encourage other members of the department in the process of the department's client files
- + A pleasant but assertive manner in dealing with colleagues and clients, tact, and resilience.
- + Effective communication skills, both orally and in writing
- + Efficient and well organised