



Paralegal – Debt Recovery JOB DESCRIPTION

Smith Partnership is a leading law firm in the East Midlands and Staffordshire. A forward thinking and progressive firm employing around 200 staff throughout 5 offices.

Job Title:	Paralegal
Department:	Debt Recovery
Hours:	Full time – 35 hours per week
Location:	Norman House, Derby
Reporting to:	Head of Debt Recovery

Main Purpose:

To carry out supervised fee earning activities in respect of clients Debt collection service requirements.

Job Content – Main Duties, Tasks, and Responsibilities:

- To manage a portfolio of debt recovery cases from initial instruction to enforcement.
- Instructing and liaising with High Court Sheriffs and County Court bailiffs
- Contact debtors by way of email, telephone and text message to collect outstanding payments.
- Monitor and manage deadlines and ensure robust responses and reporting.
- Prepare case updates and reports for clients in a timely way.
- Negotiate settlements or payment plans in line with client instructions.
- Maintain accurate and up-to-date records on the case management system.
- Ensure compliance with relevant legislation (e.g., Civil Procedure Rules, FCA guidelines, GDPR)
- Assist the Head of Debt Recovery as and when required.
- Attending meetings with clients when required

GENERAL

- To promote the image of the firm at all times as a professional, effective and efficient provider of legal services.
- To perform any task or duty under the reasonable direction of senior staff within the firm.

STAFF MANAGEMENT

- Responsibility to provide general advice and assistance to staff and managers – including training and development needs.

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the remit of this role. This Job Description covers the current range of duties and will be reviewed from time to time. Smith Partnership reserve the right to change the Job Description if the business requires it.



**Paralegal – Debt Recovery
PERSON SPECIFICATION**

Requirement	Essential	Desirable	How assessed
Education & Qualifications			
Educated to Degree level or equivalent experience	Y		A
Commitment to ongoing professional development	Y		A/I
Experience			
Experience working in a legal or financial services environment, ideally in a collection role		Y	A/I
An understanding of debt recovery processes and Civil Procedure Rules.	Y		I
Professional Knowledge and Skills			
Knowledge of legal technology and case management software.	Y		I
Familiarity with enforcement options, county court and insolvency proceedings		Y	I
Proficient in Microsoft Office and legal case management systems	Y		A/I
Knowledge of Pre-Action Protocols and Court Procedure Rules.		Y	I
Knowledge of overseas collections		Y	I
Excellent verbal and written communication skills	Y		A/I
Excellent planning and organisation skills	Y		I
Personal Attributes			
Strong analytical and problem-solving skills.	Y		I
Client focused and commercial aware	Y		I
Initiative and ability to work independently and as part of a team	Y		I
High level of integrity and discretion with confidential information.	Y		I
Ability to work under pressure and meet deadlines.	Y		I
Empathetic approach, with the ability to handle sensitive and sometimes emotionally charged situations.	Y		I

High level of attention to detail and organisational skills.	Y		A/I
Motivated to ensure the best recovery outcomes for clients, whilst maintaining high professional standards and compliance throughout	Y		I

This job description may be amended at any time in consultation with the postholder.

Line manager's signature: _____

Date: _____

Postholder's signature: _____

Date: _____