



# Job Description:

## Associate

**Reporting to:** Head of Team

**Department:** Medical Negligence

**Location:** Cambridge

**Responsible for:** No direct reports

**Special Requirements:** This post is office based but will involve out of office activity and travel from time to time.

Access to a vehicle may provide additional flexibility within the role. Flexibility of working hours will be required to meet client needs.

### Main Purpose of the Role

Provide a quality, tailored and supportive legal service to a wide range of clients.

Assist current clients with their specific needs in Clinical Negligence claims of any value. Mentoring and supporting junior members of the team with their caseloads.

Supporting head of department and partners with their client work and with specific management responsibilities.

# Main Responsibilities

## Generic

Responsible for managing a complex caseload of client matters with limited supervision.

Providing clients with high quality legal advice, proactively manages client relationships.

Achieving the firm's fee targets and assisting and enabling others in the team to do so by mentoring and developing junior members of the team.

Responsible for ensuring efficient and timely credit management processes are adhered to.

Managing own time effectively to achieve targets. Ensuring cash flow and credit-management systems are managed effectively, such as time recording, lock-up, cash flow, profitability and billing.

Managing the delivery of Legal Services in a manner which is both cost-efficient to the Client and the Firm.

Delivering legal services in a manner which is cost-efficient for both the client and the firm. Using technology to enhance performance.

Mentoring and supporting junior members of the team. Providing assistance to all within the Medical Negligence department.

Delegating casework to the most appropriate person in the team to maximize the teams overall contribution and performance.

Providing regular updates to head of team on key performance indicators. Using technology to enhance and improve the team's performance. Assisting in the implementation of new systems and processes.

Identifying opportunities to add value to clients and improve profitability by anticipating client needs and understanding client requirements. Offering cross referrals and other services, being available and accessible out of hours and going that extra mile to provide excellent client service.

Making a significant contribution to the firm's reputation and position within the community by virtue of their reputation for excellence. Attracting new clients and introducers.

Making a significant contribution to professional and community activities to support the firm.

Initiating and taking ownership of marketing initiatives for example presenting at marketing events, networking, seminars and contributing to publications.

Undertaking additional technical qualifications relevant to and likely to enhance the legal advice provided.

### **Clinical Negligence Services**

Specifically in the area of complex medical negligence services advice and support will include those competencies required of an assistant solicitor, plus:

- Running own caseload under limited supervision up to trial.
- Advocacy at direction stages/simple applications
- Managing highly sensitive and emotive cases.
- Dealing with inquests
- Dealing with infant approval cases
- Developing areas of specific personal expertise
- Contributing to the department's precedent and knowledge bank.
- Keeping up to date with developments in Clinical Negligence law, disseminating developments to team members and initiating opportunities for self development.
- Undertaking additional technical qualifications in the clinical negligence arena for example; panel qualification.

Undertaking any other reasonable duties from time to time allocated to the role.

## Person Specification

Behavioural and Technical	Essential/Desirable	Definition
<b>Relevant or equivalent legal role</b>	Essential	<p>Passion and enthusiasm for improving and enhancing the delivery of high quality legal services.</p> <p>Proven track record in delivering successful outcomes in relation to complex clinical negligence work.</p> <p>Evidence of a wide range of experience and knowledge to meet the requirements of the role.</p> <p>Can evidence they meet the essential technical and behavioural criteria for the role.</p> <p>Membership of appropriate panel to demonstrate experience and expertise.</p> <p>Have detailed knowledge and understanding of relevant case law and legislation, rules of procedure and rules of professional conduct.</p>
<b>Customer service and community focus</b>	Essential	<p>Handles clients appropriately according to their needs. Manages client expectations. Innovative, positive and client-focused attitude.</p> <p>Identifying opportunities to add value to the client experience.</p> <p>Makes a significant contribution to the firm's reputation and position within the local community.</p>
<b>Standards</b>	Essential	<p>Sets and strives for high standards individually and for the team.</p> <p>Demonstrates integrity, shares knowledge, supports and promotes colleagues.</p> <p>Maintains continued professional development and look for opportunities to develop a specialism.</p>
<b>Planning and organising</b>	Essential	<p>Manages own time effectively, is organised, with the ability to prioritise and organise work efficiently.</p> <p>Adheres to firm's procedures for file management and reporting.</p> <p>Monitors and maintains quality and productivity of work.</p> <p>Ability to work effectively and efficiently without supervision.</p> <p>Works independently, as a member of a designated team and as part of the firm.</p>

Behavioural and Technical	Essential/ Desirable	Definition
<b>Equality and diversity</b>	Essential	<p>Is aware of client needs. Respects others cultural viewpoints and perspective, is constructive and understanding. Demonstrates empathy and is respectful.</p> <p>Demonstrates an awareness of pertinent cultural issues both within the firm and the wider environment.</p>
<b>Working with others</b>	Essential	<p>Establishes positive professional and effective relationships. Delegates appropriately and effectively.</p> <p>Experience of negotiating, facilitating and influencing others to achieve desired outcomes.</p> <p>Acting calmly in a crisis, tactful, determined, quick-thinking, but methodical and consistent.</p>
<b>Commercial awareness</b>	Essential	<p>Can demonstrate strong commercial awareness and acumen.</p> <p>Making improvements to operating systems and processes.</p> <p>Attains challenging financial and time recording targets.</p> <p>Manages caseload to help the department achieve its targets.</p> <p>Assists others to maximise profitability.</p>
<b>Leading and supervising</b>	Essential	<p>Mentoring and supporting others.</p> <p>Commands respect and trust.</p> <p>Assists department leader by taking responsibility for specific tasks/roles within the department.</p> <p>Provides strategic input into the department's development.</p>
<b>Technology</b>	Essential	<p>Computer and web literate and other new media, strong ICT skills.</p> <p>Uses technology and other resources available to achieve objectives.</p>
<b>Presenting and communicating information</b>	Essential	<p>Communicates effectively and appropriately to a range of audiences.</p> <p>Strong oral, written and presentation skills.</p>

Behavioural and Technical	Essential/ Desirable	Definition
<b>Innovation</b>	Essential	Seeks out solutions to a range of problems and issues.  Identifies opportunities and new initiatives to support business development.
<b>Research</b>	Essential	Demonstrates excellent problem solving and a methodical attention to detail skills.  Demonstrates excellent research skills.
<b>Business Development and Marketing</b>	Desirable/ Essential	Is able to undertake (or relishes) marketing opportunities including networking, writing articles, and giving presentations.