



Role Profile

Job Title	Paralegal	Reports To	Head of Legal	Location	Bradford Hubs
Job Code	FIN024-1	Grade	H2		
Date Created / Updated	11 th June 2021	Department	Legal - Finance		

Purpose: To provide support to the business in respect of legal and regulatory response to escalated complaints, subject access requests and litigation.	
Your Role Accountabilities <ul style="list-style-type: none"> Action all cases in line with practice group/client service standards and protocols ensuring the monitoring and completion of MI as required Utilise negotiation and communication skills to proactively settle/assist in the settlement of cases to the satisfaction of the client whilst further developing legal technical knowledge; Analyse risk and utilise commercial knowledge to develop sound judgement in order to justify decisions in the management of cases; Prioritise and organise work efficiently and effectively to ensure client service level agreements and deadlines are met; Understand the role in the context of the practice group and proactively seek to increase contribution via the allocation of work; Work flexibly in adjusting to changes in priority of workload as dictated by the practice group; Pro-actively support the ongoing development of colleagues in Operations, delegating tasks where appropriate; To be committed to the fair treatment of customers at all times Ensure compliance with all applicable UK and local regulations, Company Policies and FCA Conduct Rules Demonstrate behaviours in line with our Company values To take reasonable care for the health and safety of yourself and other persons who may be affected by acts and omissions at work 	Skills & Experience <ul style="list-style-type: none"> A good working knowledge of FGH systems An interest in, and willingness to develop expertise in, consumer credit, regulatory law and litigation practice The ability to spot a systemic risk arising from an individual case The ability to mentor and coach more junior members of the team The ability to prioritise and manage multiple tasks Excellent attention to detail to be able to carefully analyse files and data The ability to work well under pressure and to tight deadlines Excellent teamwork skills Flexibility and adaptability in your attitude and approach to work