**JOB DESCRIPTION – SOLICITOR**

**1. CASE CONDUCT**

Definition:

Every case receives the optimum level of skill and level of professional competence.

Performance Standards:

Performance is satisfactory when:

1. advice and action are kept within the areas of competence as defined in the job description/person specification or the case is referred appropriately
2. the client’s case is attended diligently to achieve the best possible outcome
3. case deadlines are achieved.

**2. CASE ADMINISTRATION**

Definition:

All cases are efficiently administered.

Performance Standards:

Performance is satisfactory when:

1. a case is opened, all information accurately and systematically recorded and the database is kept up to date
2. for complex cases a case plan is devised and kept updated
3. appropriate funding for the case is advised identified and obtained
4. all time expended on a matter is accurately recorded
5. if using the services of others, you ensure that they are on Birnbergs’s approved list and that their performance is monitored
6. the post holder complies with the file review procedure
7. all correspondence and communications are attended to in a timely fashion
8. all time is accurately recorded on the file and on the office computerised time recording software

**3. CLIENT CARE**

Definition:

All legal issues of a case are identified and the client receives regular reports on those issues. The client is informed of the strategy to be followed on his/her behalf and this advice is confirmed in writing.

All clients are treated to the highest possible professional standards including; adhering to meeting times, level of respect, courtesy and quality of advice.

All clients are informed of the complaint’s procedure and cost implications of their cases.

Performance Standards:

Performance is satisfactory when:

1. at the outset of the case the legal issues are established
2. you ensure that the client is kept updated on case progress
3. the client is informed in writing of Birnbergs’s complaints procedure and you ensure that any complaints are processed in accordance with that procedure
4. the client is advised in writing at the outset of the case of the cost implications. You should also keep the client updated every six months with regard to costs
5. client confidentiality is maintained at all times
6. you comply with the SRA Standards and Regulations 2019.

**4. SUPERVISION**

Definition:

(If employed in a supervisory role). To lead, motivate and develop staff to maximise their performance in their jobs and ensure compliance with the professional standards set by the Law Society and Birnbergs.

Performance Standards:

Performance is satisfactory when:

1. your supervisee receives induction training, including office practices and professional conduct standards applicable to his/her job
2. Discipline, appropriate behaviour and productivity is maintained by your supervisee
3. Trainee solicitors and/or any staff carrying out legal work on your cases are given tasks within their capability and provided with an appropriate level of support

**5. COST MANAGEMENT**

Definition:

Clients are advised of the most appropriate method of funding their cases, including public funding, conditional fees or on a private basis.

Where funded publicly, accurate claims for remuneration are made at the appropriate times in accordance with the Office Manual and Legal Aid Agency regulations.

Performance Standards:

Performance is satisfactory when:

1. the case is adequately funded
2. all internal financial controls and instructions are followed
3. files are given to admin support by the end of the week in which they conclude
4. private clients are asked for appropriate sums on account and interim bills are rendered at intervals agreed with the client
5. bills are checked for accuracy and not signed until you are satisfied that all is correct
6. all LAA returns are dealt with promptly
7. all disbursements are paid within 7 days of receipt of payment
8. reductions on bills submitted are considered and necessary appeals done in a timely fashion

**6. OFFICE MANUAL**

Definition:

Compliance with the procedures outlined in the office manual where it affects your role.

Performance standards:

Performance is satisfactory when:

1. you are fully conversant with the Office Manual and its contents
2. you keep up-to-date with changes in the Manual
3. you communicate changes to the Manual to any supervisee and ensure that they understand the implications of those changes
4. **EDUCATION AND TRAINING**

Definition:

Identification of education and training required to maintain professional and administrative skills, knowledge and competence.

Performance Standards

Performance is satisfactory when:

1. you identify your training requirements and request training through your supervisor and keep your training record and professional development plan up to date.

b) you comply with the continuing competence requirements set by the SRA

1. you report on courses attended to your departmental meeting

c) you comply with the requirements of the office manual regarding training

1. **TARGETS**

Definition

You will be set reasonable and achievable targets for fee income and chargeable hours. These are set to ensure that Birnbergs generates sufficient fees from hours worked by fee-earners to cover the costs of the business.

Performance Standards

Performance is satisfactory when:

a) the target for fee income is met.

b) the target for chargeable hours is met.