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# JOB DESCRIPTION

**POSITION TITLE:** Probate/Estates and Litigation Paralegal/Filex
**ACCOUNTABLE TO:** Partner – Credit Solutions

## KEY TASK AREAS

- To act on behalf of Local Authority and Commercial creditor clients who seek recovery of debts owed by a deceased customer
- To take steps to investigate the assets in an estate
- To negotiate settlements
- Where necessary seek grants of administration on the creditors behalf and administer the estate so that the debt owed is paid
- To deal with complex litigation cases where next of kin have intermeddled with estates
- To take the lead to grow a thriving new area of work
- Role will also include managing an apprentice who will assist the successful candidate

## KEY REQUIREMENTS

### Qualifications

- Educated to GCSE standard grade A-C in Mathematics and English (or equivalent)
- ILEX Legal Executive Diploma Level 3 or above (desirable)
- Qualifying Law Degree and Legal Practice Course (desirable)

### Experience

- Previous experience of using case management systems
- Previous experience of working in a role involving the management of estates
- Previous experience of handling local authority debt collection and dealing with the Leasehold Valuation Tribunal (desirable)

### Knowledge

- An understanding and knowledge of all aspects of the work areas, tasks and procedures, including court processes and procedures

### Skills and Abilities

- Ability to support and train junior staff in this work
- Good problem solving skills
- Strong relationship management skills
- Ability to operate and maintain agreed office administration procedures
- Ability to learn new processes and systems quickly

- Must be organised, methodical and accurate
- Ability to work under pressure and to deadlines
- Ability to work without close supervision
- Ability to work effectively as part of a team
- Good communication skills both verbally and in writing
- IT literate including good working knowledge of Microsoft Office Applications
- Ability to think ahead and use initiative
- Ability to communicate courteously in a clear and concise manner with both clients and colleagues
- A polite, friendly and confident telephone manner
- Excellent time management skills
- Conscientious and common sense approach to work
- High levels of accuracy and good attention to detail

**Other**

- Must have a flexible attitude to work and time
- Tidy personal appearance
- Motivated and ambitious