

LITIGATION ASSISTANT

JOB DESCRIPTION



SALARY	£22,500 to £26,000
LOCATION	Leeds
WORKING PATTERN	Full time (37.5 hours per week), Hybrid
DEPARTMENT	Legal Services

PURPOSE

The Member Cases and Claims Division is at the forefront of protecting the careers, reputation and financial risk of our members worldwide. The purpose of the role is to support the Litigation Solicitors in the provision of excellent legal services for members, consisting primarily in the defence of litigated clinical negligence claims, which is trusted and valued and provides fair treatment and outcomes.

ACCOUNTABILITIES & RESPONSIBILITIES

Service Delivery

- Support the delivery of the MC&C strategy and contribute to the development and delivery of the Legal Services strategy to plan, cost and quality
- Support L1 and L2 Litigation Solicitors with and/or proactively manage clinical negligence claims from service of proceedings to resolution in accordance with the Clinical Disputes Protocol/Civil Procedure Rules, principles of justice and equity and ensure fair outcomes for members, the membership fund and compliance with internal policies
- Support assigned projects/initiatives ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment

Financial

- Support the minimisation of all spend incurred serving members in relation to: external spend; claimant and defence costs, damages, apportionment issues and personal expenditure.
- Support the delivery of the Legal Services' objective to retain work internally and reduce the use of external Panel firms, ensuring a cost effective and efficient service in accordance with legal processes.
- Minimise case costs through proactively managing estimates, challenging costs and invoices from all third parties

Member

- Manage informal complaints / expressions of dissatisfaction to achieve first touch resolution for our members and in accordance with policy standards and process ensuring fair outcomes for members and the membership fund
- Seek opportunities to continuously improve ways of working and contribute to team, department and divisional continuous improvement projects aimed to drive operational efficiency, deliver on KPIs, financial targets and great member experience and outcome.
- Support the litigation solicitors to deliver fair treatment and outcomes for members and compliance with associated policies and standards set out by Council, its committees and delegated authorities

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- Using the most appropriate channel of communications, keep members regularly informed ensuring the advice and support reflects policy, relevant codes of practice, is technically accurate and with outcomes delivered in a professional and empathetic manner.

People

- Take accountability for own CPD, training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes.
- Take learnings from all Quality Monitoring, Outcome Testing and Audit results to enhance own performance and quality service and outcomes for members
- Build key relationships with internal and external stakeholders (members, experts, counsel and other third parties) as required, liaising on claims to enhance quality service and outcomes for members
- Take an active role in promoting a more inclusive environment, which aligns with our commitment to celebrate and promote diversity.

Risk

- Identify and report risks and issues identified within Legal Services to enable resolution and mitigation of potential impact on MPS, members and colleagues.
- Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
- Accurately maintain all electronic case files; prepare core documentation and attendance notes; obtain medical records and manage all disclosure issues and prepare cases for closure. Always balance member needs with the need to preserve the membership fund. Use own judgement on when to escalate matters
- Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the staff handbook.

Other

- To deliver team and individual targets to ensure they are consistently met and exceeded in accordance with MPS Values.
- Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.

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PERSON SPECIFICATION

Knowledge & Qualifications

- Qualified to degree level or equivalent
- Law Degree & LPC or Cilex qualification (*)
- Membership of the Institute of Paralegals (*)

Skills

- Excellent verbal/written communication and inter personal skills

Experience

- Working in a legal or claims environment
- Assisting in the management of regulatory matters or litigated clinical negligence claims
- IT literate, with practical experience of using IT as a case management tool
- Proven understanding of the CPR and the litigation process
- Knowledge of medical terminology (*)
- Experience in an insurance / regulatory environment (*)
- Experience in strong customer service / member management background (*)
- Managing a caseload of regulatory matters or clinical negligence claims (*)

All points marked with (*) are desirable and are not essential to the position.

We welcome applicants from all backgrounds, and we encourage you to apply even if you feel you do not match 100% of the technical requirements. Medical Protection Society prides itself in being a collaborative, forward-thinking and inclusive employer where everyone can be themselves and embrace each other's unique individuality, background or heritage.