

JOB DESCRIPTION

Job Title: Debt Recovery Paralegal

Reporting to: Partner/Head of Department

Department: Commercial Dispute Resolution



1. Job Purpose

To be a case handler for debt recovery cases, providing a full debt recovery service to BTO's clients (both companies and individuals) within a broad range of commercial and consumer debt recovery cases.

Reporting to departmental Partners and daily engagement with all solicitors in the department.

2. Scope and Range

Post is based in BTO's Glasgow office.

3. Key Responsibilities

This is a busy role with a high caseload of pursuing debtors across a broad range of financial debts including rent arrears, salary overpayments, earnings etc. Responsibilities include:

- Processing files in respect of debt recovery actions from initial solicitor's letters to issuing claim forms and corresponding with clients and debtors
- Raising Court actions (including heritable actions for registered SocialLandlords), ensuring that instructions are lodged within timescales
- Raising Notices of Potential Liability for Costs, Notices of Proceedings in heritable actions.
- Provide clients with telephone and written support with timely and accurate reporting of their cases.
- Liaising with cashiers
- Billing of matters.
- Liaising with relevant fee earners for handing over or dealing with appropriate contested matters, more in-depth legal advice to client and complex insolvency work and generally more complex/non-standard debt recovery work as deemed appropriate
- Preparing court instructions prior to instructing local agents/solicitors to appear at Court
- Assist the firm in developing existing contacts and other non-debt recovery work as deemed appropriate
- Diary management
- General admin duties, filing, photocopying etc.

4. Communications and Relationships

The post holder has frequent contact with clients, the courts, Sheriff Officers and third parties i.e. debtors and their representatives (lay and professional) in addition to with Partners and internal team members.

5. Most Challenging Part of Job

This is a high volume varied caseload with strict adherence to client protocols and timelines.

6. Knowledge, Training and Experience Required**Essential:**

- Substantial experience of Scottish debt recovery practice, processes and procedures
- Strong experience of all diligence remedies and options
- A good understanding of the Court litigation and enforcement process
- Experience of managing a broad caseload
- Experience of dealing with clients/defenders and an understanding of client relationships
- Excellent communication (verbal and written) and relationship-building
- Highly organised, with the ability to prioritise and work efficiently to strict deadlines (i.e. Court dates) ensuring high attention to detail
- Initiative - to manage workload and follow problems through to resolution
- Proficiency in MS Office systems, with experience of using Practice Management IT systems
- Ability to be a strong team player and a willingness and ability to cover colleagues' cases in their absence.

7. Job Description Agreement**Job Holder's Signature & Date:****Head of Department Signature & Date:****30/5/18**