

## Job Description

**Job Title:** Paralegal – Debt Recovery  
**Team:** Dispute Resolution  
**Reports to:** Debt Recovery Support Manager  
**Date:** April 2025



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### Purpose of Job:

To deliver high quality and business focussed legal solutions to clients while providing excellent service. The role of paralegal requires the individual to continuously develop their technical expertise and deliver expert support to the team. To provide the best support service to ensure a profitable debt recovery team.

### Main Activities:

- Perform fee earning work accurately, reliably and in accordance with firm's risk and quality management procedures. Deliver and ensure exceptional colleague and client service and client relationship building. Ensure colleagues and client communication is timely and meets their required standards.
- Provide the best support service to ensure a profitable debt recovery team
  - timely billing/cash collection
  - working efficiently to maximise financial performance.
- Contribute to the general management and development of the firm by participating in and contributing to one of the firm wide committees or working groups.
- Begin to build and nurture a contact base, using Infor CRM to record client activity. Generate new and profitable client relationships. Promote Liberate Online B2C system to new and existing clients.
- Continuously seek opportunities to develop technical expertise and personal effectiveness. Keep up to date with developments in the law, taking responsibility for own knowledge management and personal development needs are fulfilled.

### Knowledge / Skills / Experience:

- Excellent service model compliance and client service skills.
- Planning, organising and time management skills.
- Financial and commercial awareness.
- Team contributor.
- Accuracy and attention to detail.



**Trust**



**Teamwork**



**Responsibility**



**Care**

## **Our Values & Behaviours**

### **Trust**

#### **We trust each other to do the right thing**

- Respect and treat each other fairly
- Be honest, open and transparent
- Be yourself and empower others to do what they do well
- Value and recognise each other

### **Teamwork**

#### **We are one team and work selflessly for each other**

- Be aware of your impact on others
- Be clear about what you expect from others
- Plan, organise and prioritise your time
- Coach others to be their best
- Support and delegate to others
- Work hard for the collective, not for individual gain

### **Responsibility**

#### **We are self-starters and take responsibility for how we work together and communicate**

- Be positive and enthusiastic
- Communicate – listen, ask questions and share knowledge
- Embrace feedback
- Challenge ourselves and others to deliver success
- Have great conversations, including the difficult ones

### **Care**

#### **We care about our people, clients and community**

- Help and look out for each other
- Understand, support and learn from each other
- Be proactive and make a difference
- Be kind to yourself and others

### **Additional notes or information:**

The duties and responsibilities in this job description are not exhaustive.