



JOB DESCRIPTION

Paralegal



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Position	Paralegal
Department	Employment Law
Reporting to	Head of Employment and/or Senior Lawyer
Office	Bishops Stortford and London

Overall Purpose

To provide high-quality legal and administrative support to the Employment Law team, assisting with contentious and non-contentious employment matters under appropriate supervision while delivering an efficient, commercially aware and client-focused service.

Key Responsibilities

Employment Law and technical work

- » Undertake employment-law research using approved legal research resources and prepare clear, concise research notes.
- » Assist with employer and employee matters, including disciplinary and grievance procedures, redundancy, discrimination, whistleblowing, family-related rights, sickness absence, performance management, restrictive covenants and TUPE.
- » Prepare first drafts of routine correspondence, employment contracts, policies, staff handbooks, settlement agreements and other employment documentation for review by the supervising lawyer.
- » Assist with ACAS early conciliation and Employment Tribunal proceedings, including preparing chronologies, lists of issues, draft witness statements, schedules of loss, disclosure documents and hearing bundles.
- » Check factual and legal documents carefully for accuracy, consistency, completeness and compliance with instructions.
- » Attend client meetings, conferences and hearings where requested, taking accurate notes and recording agreed actions.
- » Identify legal, procedural, ethical or evidential issues and escalate them promptly to the supervising lawyer.
- » Keep up to date with relevant developments in employment law and procedure and contribute to the team's know-how resources.

Matter and file management

- » Open, maintain and close files in accordance with the firm's procedures, including conflict, client due diligence and source-of-funds requirements where applicable.
- » Maintain accurate, complete and orderly electronic records, including attendance notes, correspondence, documents, key dates and next actions.
- » Monitor Employment Tribunal, ACAS, court and internal deadlines and alert the supervising lawyer to forthcoming deadlines or conflicts at an early stage.
- » Assist with disclosure, document review, pagination, indexing, bundle preparation and secure document transfer.
- » Plan and prioritise multiple activities, communicate workload pressures and provide regular progress updates.
- » Protect client confidentiality and comply with security, data protection, retention and destruction requirements.

Client service and communication

- » Take accurate instructions and identify the client's objectives, subject to appropriate supervision.
- » Communicate clearly, professionally and sensitively with clients, colleagues, ACAS, tribunals, counsel, witnesses and other stakeholders.
- » Prepare legal analysis, draft advice and proposed options for review by the supervising lawyer and communicate approved advice where authorised.
- » Recognise the needs of vulnerable clients and make or recommend appropriate adjustments in accordance with firm procedures.
- » Deliver work within agreed timescales and promptly escalate any issue that may affect service, cost, risk or outcome.
- » Treat all clients and stakeholders fairly and support equality of access and service.

Business development and knowledge sharing

- » Assist with employment-law updates, newsletters, articles, seminars, webinars, training materials and client briefings.
- » Support pitches, proposals, events and other marketing or business development activity.
- » Use social media to promote the team and firm in accordance with firm policy and professional obligations.
- » Represent the firm positively and contribute ideas for improving the team's services, processes and use of technology.

Compliance, technology and risk

- » Comply with the firm's policies and procedures, including Lexcel requirements and applicable quality standards.
- » Act honestly and with integrity and comply with applicable legal and regulatory obligations, including the SRA Principles and relevant Codes of Conduct.
- » Recognise conflicts of interest, confidentiality concerns, data incidents, undertakings, complaints and other

risk issues, and report them immediately through the appropriate channels.

- » Use the case management system, Microsoft 365, digital dictation and approved legal technology competently.
- » Use artificial intelligence and other emerging technology only where approved and in accordance with firm policies on confidentiality, verification, supervision and professional responsibility.

Learning, teamwork and development

- » Take responsibility for continuing development in discussion with the line manager and supervising lawyers.
- » Engage with mentoring, training, feedback and coaching provided by the firm.
- » Actively pursue any agreed qualification or development pathway, where relevant.
- » Contribute to team meetings and activities, share learning and support colleagues where workloads require.
- » Remain aware of the limits of competence and seek guidance before undertaking unfamiliar or higher-risk work.

This job description is not a definitive list or exhaustive list of responsibilities but identifies the key responsibilities.

Authority and limitations

- » The role does not carry independent authority to provide unreviewed legal advice or make material commitments on behalf of a client or the firm.
- » The post-holder must not agree settlements, give undertakings, incur material expenditure, instruct third parties or alter case strategy without appropriate authority.
- » Any actual or potential mistake, missed deadline, conflict, complaint, confidentiality concern or data incident must be reported immediately.

Performance and success measures

Specific targets will be agreed separately and will reflect experience, working arrangements and business need. Performance may be assessed by reference to:

- » accuracy, completeness and quality of first drafts and research;
- » compliance with legal, Tribunal and internal deadlines;
- » timely escalation of risk, uncertainty, workload pressure and mistakes;
- » file hygiene, confidentiality, compliance and record keeping;
- » prompt and accurate time recording and, where applicable, achievement of agreed productive or chargeable time expectations;
- » responsiveness to clients and supervising lawyers;
- » contribution to team know-how, business development and process improvement; and
- » progress against the agreed learning and development plan.

General

- » This job description describes the principal responsibilities of the role but is not exhaustive. Reasonable duties may be added or varied to reflect client, team and business needs.
- » All duties must be carried out in accordance with the firm's policies, values, equality commitments and health and safety requirements.
- » The role may involve access to sensitive personal data and legally privileged information. Strict confidentiality is required at all times.
- » Review date: September 2026.

Job Specification

	Essential	Desirable
Qualifications	A good standard of education, including strong written English and numeracy skills, or equivalent relevant qualifications or experience.	A law degree, postgraduate legal qualification, CILEX qualification, SQE study, legal apprenticeship or other relevant professional study.
Knowledge and Experience	Ability to demonstrate an interest in employment law and legal practice. Experience of handling confidential, detailed and deadline-driven work.	Employment-law, HR, paralegal, legal clinic or law-firm experience. Experience of contentious work, Employment Tribunal procedure or document review.
Legal and Analytical Skills	Ability to research, analyse and summarise legal and factual issues accurately. Strong attention to detail and sound judgement about when to seek help.	Experience drafting legal correspondence, contracts, policies, chronologies, witness statements or bundles.
Communication and client care	Clear and professional written and oral communication. Ability to deal courteously and sensitively with a diverse range of people and maintain confidentiality.	Experience communicating with clients, tribunals, ACAS, counsel or external stakeholders.

Organisation and team work	Ability to plan and prioritise work, meet deadlines, adapt to changing demands and work both independently and collaboratively.	Experience supporting several fee-earners or managing multiple active matters.
Technology	Competence in Microsoft 365 and willingness to learn case management, digital dictation, legal research and other approved systems.	Experience using a legal case management system, e-disclosure tools or approved AI-assisted technology.
Personal qualities	Integrity, sound judgement, initiative, resilience, curiosity, commercial awareness, commitment to learning and a constructive approach to feedback.	Evidence of contributing to service improvement, knowledge sharing or business development.

September 2026