

## Job Description

Role: **Paralegal**  
Department: **Housing disrepair**

### Overview

We are looking for a Paralegal to join our Housing Disrepair department, based in Newcastle. The ideal candidate will be a law graduate.

### Roles & responsibilities

The successful candidate's duties will include (but are not limited to):

- Checking and reviewing initial claim information.
- Taking initial information from clients over telephone.
- Sending files for triage and reviewing triage reports.
- Identifying and processing files to be rejected.
- Dealing with routine post, emails and telephone calls.
- Liaising with surveyors and any other experts.
- Dealing promptly with telephone enquiries from clients, introducers and others.
- Assisting other team members as necessary, including various elements of file handling under supervision as and when required.
- To carry out such other duties as might reasonably be requested by the Partners.

### Candidate requirements & attributes

- Graduate of Law.
- Excellent verbal and written communication skills.
- Strong organisational skills and be adept at dealing with electronic case management and filing systems.
- Excellent time management skills and will be comfortable working under time constraints, with the ability to work accurately and to meet deadlines.
- Excellent research skills, interpersonal skills and be mindful of the need for high levels of discretion when dealing with confidential matters.
- Good attention to detail and a strong ability to prioritise work.
- An understanding of the importance of client care and maintaining good client relations.
- An ability to work well within a team.

## Salary

A **competitive** salary will be offered.

## Hours

Monday to Friday 9am until 5pm with 1 hour unpaid lunch.

## About True

Recognised by the Legal 500 and with nearly 30 years' experience, we are regarded as one of the top specialised Law Firms in the UK & we are delighted to be ranked once again in the **2024 UK Edition for Personal Injury and Clinical Negligence**.

We're also a dedicated law firm for Headway (The Brain Injury Association).

Across our two offices (Newcastle & Birmingham) our experienced solicitors and their talented teams focus on obtaining compensation for clients who have suffered as a result of a personal injury, clinical negligence, credit hire or housing disrepair. We also have our dedicated residential conveyancing team accredited by the Law Society, helping those buying, selling or re-mortgaging their homes, and a fantastic strategic support network comprising HR, Marketing & Business Development, Finance and Compliance.

We pride ourselves on delivering expert, professional, and trustworthy support to our clients, which has been reflected in our Trustpilot Reviews - We're delighted to be rated 'Excellent' by our clients. Maintaining this service is incredibly important to us.

## True perks

We're proud to offer our employees:

- **Hybrid working** (office & home working) if eligible.
- **23 days holiday, plus Bank Holidays** per annum increasing to 26 days. Additional holiday for 5 years service.
- **Holiday purchase scheme.** (You can buy up to 1 week's annual leave).
  - **Attendance bonus.**
  - Quarterly funded **team-bonding activities.**
  - **Death in service** following 1 years' service.
    - Auto-enrolment **company pension.**
  - **Employee assistance programme** 24-hour helpline.
- **Travel to work schemes;** bike to work scheme, public transport pass scheme.
  - Annual flu jab and eyecare scheme.

To apply, email your CV and covering letter: [HR@true.co.uk](mailto:HR@true.co.uk)

Closing date: Friday 7th March 2025.

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