

# FOSTERS SOLICITORS' SUMMER INTERNSHIP 2018

## PERSONAL INJURY JOB DESCRIPTION

**Position:** Work Experience Intern

**Department:** Personal Injury

**Branch:** Norwich

**Date:** Summer 2018

**Salary:** Unpaid

### Purpose

- To give a first class service to all of our clients
- To give first support to your colleagues and the firm as a whole
- To help the firm to make a profit

### Responsibilities

- Administration and other supporting including:
  - To keep confidential:
    - The affairs and identity of our clients
    - Information about the firm
    - Information about your colleagues
  - Unless you have specific authority to disclose such information
- Providing full support to other members of the department including photocopying, filing, archiving and dealing with archive retrievals
- To help to achieve the objectives of the department and the firm as a whole and to provide help and support to your department head and the board in agreeing and implementing initiatives to achieve our objectives
- Follow the instructions, systems and standards set out in the firm's office manual
- Being a friendly point of contact for clients by telephone or face to face, and ensuring a polite and friendly attitude at all times
- Safeguarding the firm from waste including the waste of your own and your colleagues' time

- Trying to help other members of the department when possible
- To ensure that you are always smartly presented and in all respects act as an excellent ambassador for Fosters
- To ensure that you comply in all respects with the rules and guidance issued for the professional conduct of Solicitors and their staff

### **Special Responsibilities**

Providing support to other members of the department and in particular:

- Attending court/inquests
- Sitting in consultations with client
- Reviewing liability
- Reviewing medical reports
- Valuing a claim
- General admin work.

### **Skills, Knowledge and Experience Required**

- Integrity
- A polite, approachable and professional telephone and face to face manner at all - times
- A good understanding of the word processing packages being used within the firm
- An enthusiastic approach and attitude to the workload of the members of your department and clients with a view to becoming actively involved
- Good communication skills – both written and oral, including legible hand writing
- A flexible, common sense approach to solving problems and achieving deadlines
- Understanding the needs of other colleagues and assisting wherever possible
- A willingness and ability to learn and accept change
- Ability to work hard and consistently whilst under pressure