**OL/PL Portal Manager**

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| Department | OL/PL |
| Reporting to | OL/PL Partner |
| Last updated | January 2025 |

**About Us**

Established in 2000, Express Solicitors is an award-winning law firm that deals with personal injury and clinical negligence claims. Based in Manchester, we serve clients nationwide and are currently ranked 70 out of more than 10,000 law firms. We have a 5-star rating on Trustpilot from over 6,600 reviews, which coming from our clients means a lot to us. We are proud of the work we do helping injured people, and this is the core of our business.

**Role**
We are looking for a Personal Injury specialist to manage our Occupiers’ and Public Liability portal team.

You will be an experienced team leader, with a passion for training and developing a team which provides an outstanding client service.

The role requires a confident, effective communicator with the ability to build and nurture relationships. You will be required to take full ownership of your team, with a focus on quality, efficiency, and risk management. As we are committed to continuous improvement, the expectation would be for the successful candidate to conduct frequent process reviews and implement relevant changes when required.

**Responsibilities**

* Supervising a team of 10-15 Portal Litigation Executives
* Overseeing in excess of 1,500 claims.
* Training and career development of the team.
* Accessing claims, liability, and quantum
* Provide technical help and support when required.
* Overseeing the daily team activities, optimising resources, and ensuring quality service delivery
* Allocate work effectively and monitor team productivity to meet targets and deadlines.
* Conduct one-to-ones and performance reviews and ensure all team members have clear objectives.
* Organise training, coaching, and mentoring to ensure team members are fully equipped to perform their roles.
* Review and improve internal processes, ensuring effective cross-team communication.
* Maintain good relationships with work providers and suppliers.
* Dealing with client queries and complaints

**Person Specification**

* A qualified Solicitor/Legal Executive (CILEX) or qualified by experience.
* Experience of managing a Claimant Personal Injury portal caseload, ideally Occupiers’ Liability and Public Liability claims from inception to conclusion.
* Previous experience of supervising large teams of paralegals
* ensuring productivity and tasks are prioritised effectively.
* Working knowledge of the Civil Procedure Rules and good knowledge of the relevant Pre-Action Protocols
* Experienced at dealing with client queries and complaints.
* The ability to deal with clients and third parties in a professional and competent manner is essential.
* Strong organisational, leadership and interpersonal skills
* Ability to manage team productivity and prioritise tasks effectively.
* Acute attention to detail and experience in a process-driven environment
* Strong administrative and analytical skills with the ability to handle sensitive information.
* Sound letter writing and document drafting skills.
* IT proficiency, ideally experience of working on a case management system.

**Salary, Hours & Benefits**

* A basic salary of £40,000-£50.000 with the opportunity to earn a team bonus
* Our standard working hours are 8:30am to 5:30pm Monday-Thursday and 8:30am to 5pm Friday.
* 3/2 hybrid working pattern after probation.
* 23 days holiday a year, rising to 26 days, plus bank/public holidays.
* 3 holiday buy backs per year after 1 year of service
* Extra day’s holiday for your birthday after 2 years’ service
* Private medical insurance available after 2 years’ service
* Death in Service
* Excellent regular training including away days.
* Strong development opportunities and regular supervision.
* 24/7 onsite Gym access
* Netball/Football team, 10km Manchester team and more
* Active social committee with generous departmental and firm-wide social budget.
* Active training culture and various groups and events such as Diversity and Inclusion.
* Other benefits including Employee Assistance Programme, free fruit & annual (optional) flu jab.

**Recruitment Process**

To apply, send a CV to recruitment@expresssolicitors.co.uk or visit our careers page on [www.expresssolicitors.co.uk/careers](http://www.expresssolicitors.co.uk/careers)

Interviews will be conducted by MS Teams and will include scenario-based questioning.

Our employees are our most important asset, we rate skill and ability above all else and our recruitment policy encourages applications from all.

By applying for this vacancy, you are giving us consent for to process your data in line with our Privacy Policy, full details of which can be found on our company website [Privacy notice for website users | Express Solicitors](https://www.expresssolicitors.co.uk/privacy-policy)