

JOB DESCRIPTION

Job Title:	Supervisor
Reporting to:	Unit Manager
Supervisory Responsibility:	Supervision of junior staff

Job Purpose:

- To deliver full and effective supervision of FT portal accident cases to achieve required operational, financial and client service performance.
- To undertake specific tasks on cases at a level and volume appropriate for the grade.

Areas of Responsibility:

- Implement effective and efficient methods of supervision across the Case Management Teams ensuring delivery of best practice in client care and full implementation of case management standards across the practice area.
- Taking proactive steps to ensure that all cases are conducted in line with our vision and values, and in a manner which upholds our clients' interests and the firm's reputation.
- Effective allocation of cases, monitoring case holdings across supervisees.
- Engage and effectively communicate with supervisees ensuring problem solving and creative thinking.
- Ensure effective and efficient time recording on all cases in full compliance with the firm's time recording policy.
- Ensure effective and efficient use of suppliers on cases, monitoring costs and recovery, ensuring that all use of suppliers is in line with our vision and values.
- Monitoring disbursement spend, including through advance authorisation of disbursements, and taking effective steps to keep all write offs to the lowest level reasonable possible.

- Ensuring full and effective funding is in place for all cases, that all reporting requirements are adhered to, all billing procedures and KPIs are adhered to, and all steps taken to maximise costs recovery for the firm for work done.
- Ensuring that all case work is completed in line with KPIs, targets and objectives for the NFTC.
- Discharge a personal case holding of appropriate profile and volume on best practice principles directly contributing to the NFTC's financial performance. In particular, the post holder will deliver Specialist Solicitor Advices on appropriate cases and investigate complaints.
- Contribute to work and outputs of the Unit Manager to whom the post holder reports, through building effective relationships and supporting the Unit Manager to deliver required performance.

The post holder will be expected to conduct and manage all aspects of his/ her caseload, which will be FT portal accident cases only. Supervision will rarely be required except in relation to the firm's standard system.

The post holder will require a sound theoretical knowledge of FT accident work and an ability to conduct cases including complex cases from beginning to end. The knowledge required to do this will normally take many years to acquire.

The post holder will play an important role in the NFTC in helping to achieve the centre's objectives and in fostering a team spirit. They will accept a share of responsibility for the success or failure of the NFTC, and will assist with the motivation, delegation, coaching and supervision of junior team members.

There will be a development programme in place to ensure the responsibilities within this post are met to an acceptable standard.