

Mrs Rebecca Louise Riches

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Personal Profile

I am a Solicitor and Operational Team Manager with 21 years litigation experience. Previously in the Personal Injury field, but for the last 3 years in the area of Financial Services Litigation, specialising in Pension/PPI Misselling. I have 6 years Managerial Experience.

My Experience extends to managing circa 20 FTE at any given time and providing training, leadership and guidance across multiple departments. I am commercially minded and driven to ensure best level client service with maximum efficiency and productivity from any Team that I lead, while maintaining focus on identifying/minimising risk to the business to ensure a reduction in costs and increased profit. I have a positive approach to leadership, instilling high morale and mutual trust to ensure a productive team work ethic.

Core Skills/Competencies

- Results Driven • Data Analysis • Strategic Planning
- Resource Planning • KPI Analysis and Target Delivery • Performance Management
- Change Management • Leadership • Small Claims Litigation
- Third Party Relations • Communication • Supportive Guidance and Training • Confidant communicator
- High level organisational, verbal, written and computing skills • Thrive under pressure • Proven history of successfully managing Teams to consistently achieve set targets/exceed expected outcomes.

Employment Experience**May 2021 to present – Operational Litigation Team Manager/Solicitor at Momena (Cheval Legal Project – Remote)**

Overseeing day to day management of a Team of Litigators. Providing supervision over 2000 Litigated cases. Collating/analysing and delivering data to identify and eradicate risk. Ensuring adherence to standard practices and internal policies. Troubleshooting and complaint handling. Performance Management. Compliance and File audits. Reporting to Senior Management Team providing feedback and outcomes to assist in the efficient management of the business. Training and Support.

February to March 2021 – Team Manager RHL Solicitors (Remote/Temporary Position)

Providing training to a Team of Pension Misselling Case Handlers regarding Case Management System and FSCS Submission Procedures.

February 2020 to December 2020 – Financial Mis-selling Senior Solicitor and Manager at Johnson Law Group, Manchester.

Duties included: Operational Management (Drafting training manuals and implementing training, Drafting and 'Standard Operating Policies', HR Liaison, Health and Safety Officer), Running and Supervising a caseload of SIPP Pension Mis-selling claims from inception to conclusion. Drafting and

implementing training, Devising Claim Process scripts and Workflows. Utilising Proclaim and providing training and development assistance. Liaising with Work Sources and Suppliers. Drafting and analysing Management Reports and KPI's.

December 2018 to December 2019 –Team Manager at Optimal Solicitors, Manchester

Duties included: Supervising a team of 6 Fee Earners dealing with claims within the Ministry of Justice Road Traffic Accident claims portal. Conduct of claims from inception to settlement. Providing guidance and training. Dealing with client complaints and compliance issues. Analysis of key performance indicators. Ensuring team meets performance and billing targets.

March 2002 to November 2018 – MOJ Team Manager and Senior Solicitor at Horwich Cohen Coghlan Solicitors, Manchester (Formerly Rowe Cohen).

I initially joined HCC as a Personal Injury Paralegal. I progressed to a Trainee Solicitor, whilst studying the Legal Practice Course alongside my full-time employment. Upon qualification, I was an RTA Fast Track Solicitor with conduct of over 250 predominantly litigated cases. I then moved over to the Ministry of Justice 'MOJ' Team as Manager. I supervised a team of 12 Fee Earners, whilst running my own caseload of complex cases. I provided guidance and training, in addition to dealing with client complaints and compliance issues. I was also heavily involved in the analysis of key performance indicators, to ensure that my team fulfilled performance and billing targets.

*September 2001 to March 2002 – Paralegal at Stephenson Solicitors, Leigh

*September 1995 to September 2001 – Care Assistant (weekends and holidays during College/University

*June 1996 – One month placement at Sparkasse Bank, Paderborn, Germany

Education

*Diploma in Legal Practice at Manchester Metropolitan University (MMU) 2003-2005 (LPC)

*LLB Law and German (Honours) Degree – 2:2 at MMU from 1996 to 2001 (1999/2000 Year of Study at Cologne University, Germany.

*A levels in English Literature, Business Studies, German and General Studies at Leigh Sixth Form College from 1994-1996

*10 GCSEs at Fred Longworth High School, Tyldesley (4 x A, 5 x B, 1 x C)

Interests

Family Time, Socialising, Holistic Therapies, Travel

References are available on request