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Education

2019 - 2020	LLM Law (University of Central Lancashire) - Merit
2015 - 2018	LLB Law (Durham University) - 2:1
2014	Foundation Year - A Level equivalent Statistics, Philosophy, English and Anthropology (Durham University)
2003	Military Clerk Qualification (First Class) (Adjutant Generals Corps Headquarters)
2000	Military Clerk Qualification (Third Class) (Adjutant Generals Corps Headquarters)
2000	Common Military Syllabus for Recruits (Army Training Regiment Winchester)
1999	Army Preparation Course (Blackburn College)
1993 - 1998	Secondary Education - GCSE (Darwen Vale High School)

Skills

Expert level Excel user (including VBA for Macros)
Extensive experience of the Microsoft Office suite of programs
Experience of using a number of accounting software packages (including SAP, Sage and Dynamics AX)
Nurate
Literate
Timely and Hard-working
Effective team worker

Relevant Employment

June 2021 to Present

Paralegal Team Leader (Ministry of Defence Claims - Noise Induced Hearing Loss Pre-litigation)
Baker & Coleman Solicitors, St John's Court, Ainsworth Street, Blackburn

- Head of an eight-person team of paralegals
- Current portfolio of over 3,300 claimants
- Responsible for over £2,000,000.00 in compensation paid to claimants in 2022/2023
- Legal duties:
 - Liaising with claimant in order to obtain information required for a successful Personal Injury claim.
 - Arranging medical assessments for claimants
 - Instructing medical experts to prepare specialist reports regarding the claimant's injury or illness
 - Reviewing specialist reports to ensure correct calculation and quantification of the claimant's injury or loss (in the area of Noise Induced Hearing Loss this entails being familiar with a number of legal standards and guidelines for these calculations such as the revised Moore's method or LCB/CLB standards)
 - Resolving client queries about the claim process
 - Submitting paperwork and information to the defendant(s) within the time-frames laid down within the Civil Procedure legislation
 - Drafting Part 36 Offers and serving medical evidence on defendant(s)
 - Advising claimants with regard to any offer of settlement made by defendant(s)
 - Accepting offers of settlement following claimant instructions or rejecting offers and negotiating for increased offers
- Management duties:
 - Full professional training of all team members with regard to the Legal duties outlined above
 - Oversight of all claims and carrying out of weekly file reviews
 - Responding to staff member queries and questions
 - HR responsibilities including the arranging of staff leave calendars and dealing with grievances and, if necessary, elevating grievances to the most appropriate senior staff member)
 - Encouraging personal development and ensuring that deserving staff members are considered for greater training and development opportunities (and/or potential promotion) outside of the department

June 2020 to June 2021

Accounts Assistant (Pass-Through Marketing) - Exertis Ltd, Technology House, Magnesium Way, Hapton, Burnley

- Administration of product marketing and sales via Amazon
- Liaising with both manufacturers and Amazon regarding sales data during marketing campaign/sales periods to ensure that terms/prices/unit limits etc. have been adhered to
- Reconciling Amazon sales data with manufacturer data to ensure correct reporting
- Reporting and resolving errors and discrepancies (such as number of units and pricing) with Amazon and manufacturers
- Raising credit notes for Amazon and corresponding debit notes for manufacturers in order to 'pass through' the cost of any marketing campaign or sale from Amazon to the manufacturer
- Ensuring that manufacturers issue credit notes to reconcile against the above-mentioned debit notes and that any problems or issues preventing them from doing so are addressed and rectified

September 2019 to June 2020

Student (LLM) - University of Central Lancashire

- Focus on commercial law, IP law and Alternate Dispute Resolution.

October 2019 to June 2020

Ambient Colleague (Part-Time) - Asda Supermarket, Fulwood, Preston

- General supermarket re-stocking and warehouse duties.

October 2018 to July 2019

Tax Operative - JP Linc, Suite 7, Victoria House, Durham, DH7 8XL

- Calculate and submit around 500 UK VAT Returns for Chinese clients selling goods through e-commerce platforms such as Amazon and eBay.
- Advise clients and colleagues on UK VAT law and compliance.
- Some IT support.

September 2014 to July 2018

Student (LLB Law (With Foundation)) - Durham University

- Recipient of Hogan Lovell's Law Scholarship.
- Member of:
 - Durham University Law Society
 - Durham University Mooting Society
 - Mature Students Association
 - English Law Students Association

September 2011 to September 2014

Accounts Controller - Nederman Ltd, Unit 91 Seedlee Road, Walton Summit, Bamber Bridge, Preston

- Sales Ledger (over 5000 customers)
 - Entering customer payments into accounts system from daily bank statement and customer cheques
 - Raising customer invoices
 - Credit control
 - Responding to customer invoice queries
 - Raising credit notes and refunds if necessary
- Purchase Ledger (over 1000 suppliers):
 - Entering supplier invoice details into accounts system
 - Matching invoices to purchase orders and posting to account if details are correct
 - Contacting internal buyers and external suppliers to resolve invoice/purchase order differences i.e., price or quantity differences)
 - Raising monthly payment run for all suppliers with invoices due for payment.
 - Entering monthly payment run on our online banking system for making BACS payments while ensuring we have correct and current bank account details for suppliers.

- Fleet administrator (over 60 leased vehicles):
 - Keeping up to date files on each vehicle
 - Ensuring MOT inspections are carried out by drivers on time
 - Update Motor Insurance Database with outgoing/incoming vehicles
 - Assisting drivers in the event of accidents (including completing report forms and submitting these to our insurance company)
 - Arranging replacement, temporary vehicles when necessary and the collection/delivery of these
 - Arranging inspection and collection of vehicles due to be returned
 - Ensuring vehicles have the correct paperwork (and items such as breathalysers which may be required by local laws) if they need to be used abroad
- Assistance with management accounts:
 - Monthly Accruals journals
 - Monthly Pre-Payment journals
- Reporting:
 - Preparing daily sales report
 - Preparing Monthly Intrastat Arrivals report
- Report directly to Financial Director
- Performing credit checks on prospective customers or customers who have not purchased in over 12 months (authorized to approve credit limits of up to £2,000.00)
- Handling phone call 'overflow' (if all sales department are engaged)
- General day to day accounting and clerical duties
- Occasional IT specifying, purchasing, repair and support

January 2011 to July 2011

Credit Control Administrator (Temporary)

- Day to day accounting and clerical duties
- Report to Credit Control Managers
- Sole responsibility for input of receipts onto Sales Ledger dealing with over 2000 global customers whose remittances a total average of upwards of £12,000,000.00 per month.
- Responsible for raising, batching and dispatching sundry sales invoices
- Responsible for taking, inputting and allocating customers credit/debit card payments
- Dealing with customer and supplier queries in relation to invoices and payments
- Sending statements to customers with invoices over 90 days in age
- Responsible for recording and allocation of payments in SAP accounting system.
- Producing both monthly and ad-hoc reports such as credit limit reports, aged debtor reports and payment history reports
- Checking customers credit history against an online database to maintain compliance with credit insuring agency terms
- Processing and maintenance of Sales ledger
- Some credit control

March 2010 to November 2010 (Redundancy)

Customer Service Associate then Finance Associate - Elsworth Associates Limited, Dylan Harvey Business Centre, Blackburn, Lancashire

- Finance Associate Responsibilities:
 - Credit control:
 - Reporting to Office Manager with sole responsibility of credit control function
 - Checking each invoice sent out to ensure correct values before dispatch
 - Initiating contact with clients whose invoices become due with a view to taking payment
 - Keeping track of outstanding and overdue invoices
 - Corresponding with aged debtors via phone or with use of reminder or final reminder letters
 - Assisting clients disputing invoice value
 - Maintained and kept track of Part/Monthly payment accounts
 - Maintaining contact with debtors via telephone and mail)
 - Referring un-cooperative clients, un-contactable clients and clients whose debt had gone beyond our 60-day aged debt limit to our third-party collection agency
 - Taking client payments via phone (i.e., Debit/Credit card payments)
 - Case Settlements (once payment received in full)
 - Maintain 'Case Settlement' bulletin board tracking number of invoices paid in full on a week to week basis
 - Occasional updating of Weekly/Monthly KPI's
 - Some day-to-day accounting and clerical duties
 - Some IT support (hardware repair/software installation)

- Customer Service Associate Responsibilities:
 - Some customer assistance via telephone
 - Scanning and processing incoming post for dispersal to relevant departments
 - Setting up new cases on the in-house database
 - General clerical duties

May 2004 to March 2010

Sales and Express Distribution Administrator then Accounts Assistant - Morleys Limited, Higher Walton, Lancashire

- Accounts Assistant Responsibilities:
 - Day to day accounting and clerical duties
 - Reported directly to company secretary and working in a team of four people
 - Sole responsibility for Sales Ledger dealing with over 200 customers
 - Responsible for raising, batching and dispatching customer invoices
 - Responsible for raising supplier payments within monthly payment limit and seeking authorisation on a weekly basis
 - Dealing with customer and supplier queries in relation to invoices and payments
 - Sending statements to customers with invoices over 30 days in age
 - Responsible for recording and allocation of payments in manual ledger and on in-house computer accounting system
 - Processing and maintenance of Sales and Purchase ledgers
 - IT support (including maintenance and repair of both software and hardware)
 - Some credit control
- Sales and Express Distribution Administrator Responsibilities:
 - Taking customer orders via phone and fax
 - Inputting and processing customer orders
 - Preparing goods for express distribution (picking and packing)

March 2000 to May 2004

Military Clerk - British Army (Adjutant General's Corps)

- Day to day clerical duties
- Dealing with pay related queries
- Creating and maintaining an effective filing system
- Providing administrative support whilst deployed on operations
- Administration of soldiers' personnel related documentation (also ensuring compliance with the Data Protection Act (1997))