



**North  
Northamptonshire  
Council**

## **Practice Support Officer**

### **Job Details**

**Job title:** Practice Support Officer

**Grade:** BA05 (Poscode NRTHNJC0949)

**Reports to:** Legal Business Manager

**Directorate and Service area:** Law and Governance, Legal Services

### **Purpose of Job**

The Legal Services Practice Support Officer provides business, operational and compliance support to ensure the smooth functioning of the legal services team. This role is critical in maintaining efficient workflows, managing documentation, and supporting the team to deliver a high quality legal services function to clients.

### **Key Responsibilities:**

- Provide full support to the Legal Business Manager as appropriate.
- Prepare and format legal documents, correspondence, and reports in compliance with standards.
- Maintain accurate filing systems (electronic and physical) for case files and client records.
- Act as the first point of contact for client enquiries and provide timely responses or escalate as needed.
- Ensure confidentiality and data protection standards are upheld at all times.
- Conduct conflict checks and assist in client due diligence processes.
- Monitor deadlines and ensure adherence to court and regulatory timelines.
- Assist with time recording, billing preparation, producing reports and expense management.
- Raising and processing invoices through our internal accounts system. Liaise, where necessary, with finance teams to resolve invoice queries and ensure accurate invoicing.
- Identify opportunities to improve processes and contribute to workflow optimisation.
- Support the onboarding and training of new staff on case management systems and local policies / procedures.
- Maintain and update legal databases and knowledge resources.
- Assist with budget monitoring and setting.
- Assist with business planning, training and development opportunities for the services in order to deliver effective service delivery.
- Assist with and project manage varied initiatives that support service transformation and developments to deliver good practice
- Support opportunities for increasing growth and income.
- Prepare and format legal documents, correspondence, and reports in compliance with standards.
- Maintain accurate filing systems (electronic and physical) for case files and client records.

## **General Responsibilities applicable to all Jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person Specification – Practice Support Officer

Attributes	Essential Criteria	Desirable Criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> <li>• Educated to NVQ level 3 or equivalent including GCSEs in Maths, English at Grade 4 (or equivalent).</li> </ul>	<ul style="list-style-type: none"> <li>• Further qualification in business administration, customer service or administrative management</li> </ul>
Experience and Knowledge	<ul style="list-style-type: none"> <li>• Working in a business support team, providing support to management teams and / or senior managers.</li> <li>• Management of competing demands and tight deadlines.</li> <li>• Supporting delivery service objectives.</li> <li>• Flexible, inventive, positive can-do approach.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a large public sector organisation</li> <li>• Knowledge of case management systems</li> </ul>
Ability and Skills	<ul style="list-style-type: none"> <li>• Communication skills, effective at all levels</li> <li>• Problem solving</li> <li>• Excellent knowledge and experience of IT systems including Office 365</li> <li>• Ability to adapt to different working styles and approaches</li> <li>• Team player able to develop and maintain constructive relationships that contribute to teamwork and achieving</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in or an understanding of Local Government</li> </ul>

	<p>objectives</p> <ul style="list-style-type: none"><li>• Ability to maintain a high degree of accuracy</li><li>• Proven analytical and research skills e.g. able to accurately summarise lengthy</li></ul>	
Equal Opportunities	<ul style="list-style-type: none"><li>• Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</li></ul>	
Additional Factors	<p>Promote the Council's values of being:</p> <p>Customer-focused Respectful Efficient Supportive Trustworthy</p>	

