

Job Description and Person Specification

Job details

Job title: Legal Services Support Officer

Grade: NNBAND02 £25,119 - £25,545

Reports to: Legal Business Manager

Directorate and Service area: Customer & Governance (Legal Services)

Purpose of the job

Provision of administrative support within the Legal Services childcare team as directed by the Legal Business Manager.

Principal responsibilities

1. Assist with general administrative support within the service as required, to include:
 - Dealing with queries from internal and external stakeholders regarding the service and/or its area(s) of responsibility;
 - Recording and distributing incoming correspondence and dealing with outgoing correspondence, to include administration of the service's main email inbox;
 - Book rooms and venues required for the service;
 - Maintain an appropriate filing system for the service's records;
 - Maintain a stationary store for the service;
 - Maintenance of the service's leave and sickness absence records;
 - Recording and processing of the service's orders and invoices;
 - Assisting with the production and distribution of case reports to client departments;
 - To process fee earner travel and expenses claims through the Council's approved procedure;
 - Process requests from the section's officers and from members for ID Badges and parking permits as required;
 - Maintain records in relation to training and development undertaken by fee earners, to support SRA certificate renewals;
 - To maintain the seal register;
 - To circulate reports as required by fee earners and the Legal Business Manager from the case management system;
 - Under the direction of the Legal Business Manager to develop the case management system to support the efficient delivery of the legal service;
 - To provide clerical and administrative support within the service, commensurate with the grading of the post and subject to appropriate training and/or direction.

General responsibilities

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. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. 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.

Special features of the post

There may be a requirement for the postholder on notice to work outside of normal working hours, for which the appropriate overtime payment or time off in lieu will be provided.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to NVQ Level 3/A-Level equivalent including English or Maths (or equivalent).	
Experience and Knowledge	<p>Experience of providing administrative assistance including use of a range of office equipment, arranging meetings, dealing with mail, and collating and copying papers for circulation.</p> <p>Experience of planning and managing tasks to ensure tight deadlines are met.</p> <p>Appropriate understanding of data protection, security, and handling of confidential information.</p> <p>Health and safety awareness.</p>	<p>Able to guide others in the use of similar applications.</p> <p>Experience of working with confidential information or in a local government environment.</p>
Ability and Skills	<p>Ability to demonstrate excellent communication skills, both verbal and written, including composing, and preparing a wide range of well-presented documents without supervision.</p> <p>Ability to handle a range of detailed queries from members of the public and colleagues.</p> <p>Ability to maintaining a high level of attention to detail and accuracy while working under pressure.</p>	

Attributes	Essential criteria	Desirable criteria
Ability and Skills (cont...)	<p>Ability to plan and manage own workload, including prioritising work to ensure service requirements are met.</p> <p>Ability to set up and operate a range of electronic filing systems to ensure an effective and efficient service can be maintained.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	