JOB DESCRIPTION

JOB SPECIFICATION:

**JOB TITLE** Legal Assistant

**SERVICE GROUP** Legal and Democratic Services

**UNIT** Legal Services

**GRADE** 9

**RESPONSIBLE TO** Housing Lawyer

**RESPONSIBLE FOR** No direct reports

**MAIN PURPOSE OF JOB**

* To provide high quality and comprehensive clerical and administrative support to the Legal Service.
* To act as the administrator of the Legal Service IKEN Case management System
* To act as the web-content Manager for Legal Services
* To be responsible for undertaking the administrative and legal work in relation to the transfer of burial rights,
* To provide clerical and administrative support to the Information Officer.
* To contribute to efficient service delivery as an individual and as part of a team, in accordance with Council and Legal Service, policies procedures and legislation.

MAIN DUTIES:

**LEGAL**

1. To provide a comprehensive clerical and administrative support service to the Legal Service including:
* Opening post and scanning letters and documents into the IKEN case management system;
* Opening files in relation to new matters and entering new matters in the IKEN case management system;
* Raising purchase orders and paying invoices in EPROC, ensuring that the correct payment code is allocated to each invoice;
* Maintaining the Legal Library;
* Maintaining the Legal strong-room including the archive, storage and retrieval of files, contracts and other sundry deeds and documents;
* Performing the role of administrator in setting up new users and managing users across the Council on the Council’s HM Land Registry account;
* To be responsible for the Council Seal, Seal Book and keys, to ensure the Council Seal is locked at all times when not in use and to ensure that all legal documents that require sealing are promptly sealed and entered in the Seal Book.
1. To authorise payment of HM Land Registry invoices, under delegation of authority to a maximum of £500, ensuring that the correct department payment codes are allocated to each invoice.
2. To be responsible for allocating monies received in respect of costs awarded to the Council, and to pass invoices in respect of external legal advice to the client department, maintaining records of all such transactions.

4. To be the administrator for the Legal Service IKEN Case Management System and Thomson Reuters accounts.

1. To undertake searches using the on-line Land Registry Services.
2. To be responsible for undertaking the administrative and legal work in relation to the transfer of burial rights, include drafting deeds of assignment, statutory declarations and disclaimers.
3. To co-ordinate court attendance and be responsible for the maintenance and updating of the court diary, ensuring that the relevant fee earners are aware of relevant court dates at least 7 days in advance of any hearing.
4. To monitor and manage the public facing Legal, First Homes and Community Right to Bid email accounts (the latter in the absence of the Housing Lawyer) by deleting all junk mail and forwarding all enquiries to the relevant fee earners in a timely manner.
5. To provide clerical and administrative support to the Information Officer by reviewing the DPO email account when the Information Officer is unavailable.
6. As part of the Legal Services Team, to participate in keeping records of incoming mail and outgoing responses in accordance with corporate or service performance standards.
7. To be a key operator of the copier/scanner/printer and work flexibly to ensure office cover and handle face-to-face enquiries.
8. To safeguard children, young people and adults at risk and make referrals to the appropriate agency.

### NOTES:

This list of duties is not exclusive or exhaustive and the post holder may be requested to perform other duties commensurate with their grade and capabilities.

 This list of duties will be reviewed with the post holder on a regular basis. The post holder will be kept fully aware of emerging changes in requirements and will be expected to be flexible in their approach to work.**PERSON SPECIFICATION**

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| **Criteria** | **Essential / Desirable** | **Assessment**A - ApplicationI – InterviewT – TestD – Documentation |
| **Qualifications & Training** | A good education at A level standard and including GCSE Maths and English.CILEX Level 3 Professional Diploma in Law or equivalent  | ED | A, DA, D |
| **Experience** | Experience of complex administrative work in a busy office environment.Experience in a Legal/Solicitor’s office or knowledge of the legal environment.Experience of working in local government. | EED | A, IA, IA, I |
| **Knowledge** | Knowledge and understanding of handling confidential and sensitive information and compliance with best practice and legislation.Expertise in preserving document control.Knowledge of Political and Democratic context in which the Council operates.Knowledge of legal procedures.Knowledge of requirements of Freedom of Information/Data Protection. | EEDDD | A, IA,IA, IA, IA, I |
| **Competences** | **Customer Focus*** Takes a customer service approach to service delivery
* Strives continuously to exceed customer expectations.
 | EE | A, IA, I |
| **Outcome Driven*** Assesses and handles risk effectively.
* Plans and prioritises to meet statutory and organisational deadlines.

**Organisational Focus**Works collegiately and corporately with colleagues, is outward looking and willing to work across organisational boundaries to get the right results for customers.**Problem Solving & Decision Making*** Approaches work proactively, demonstrating initiative and using good judgment
* Takes ownership of problems
* Identifies potential problems, finds solutions and escalates issues appropriately

**Change & Adaptability*** Takes a positive attitude to change
* Demonstrates a willingness to learn and take on new areas of work.
 | EEEEEEEE | A, IA, IA, IA, IA, IA, IA, IA, I |
| **Skills & Abilities** | **Communication**Liaises effectively with customers, colleagues, outside bodies and Councillors, in writing, by telephone and face to face. | E | A, I |
| **Team Working*** Builds effective, supportive working relationships
* Demonstrates a flexible approach to work
* Contributes positively within a team environment
* Willing to learn and assist other team members

**Quality of Work*** Produces work of a high quality with a good attention to detail
* Maintains accurate records with a systematic approach to filing and retrieval of documents.

**IT/Technical Skills*** Uses Microsoft Office to a good standard
* Quickly grasps the use of specialized computer packages
* Fast and accurate word processing skills

**Research and Analytical Skills*** Undertakes legal research and analysis and clearly report findings and recommendations to the relevant Cabinet portfolio-holder
* Analyses figures and draws logical conclusions.
 | EEEEEEEEEDE | A, IA, IA, IA, IA, I, TA, IA, IAA, I, A, IA, I,  |
| **Other Requirements** | Willingness to work outside normal office hours when required.Presents a neat and tidy appearance. | EE | A, IA, I |

# COMPLEXITY AND CREATIVITY

The post holder has a wide range of duties and must be conversant with a range of procedures; they will need to be able to determine priorities readily and pace the work to suit the needs of the Department. In addition they will need to provide effective support to the Shared Service Risk Manager, who will often be off site.

The post holder will act as the department’s super user for the Case Management system.

The post holder must be able to remain calm in the face of demands, and sometimes complaints, from Officers, Councillors and/or members of the public.

Typing work, maintaining records and filing requires a very high degree of accuracy, often under pressure.

# JUDGEMENT AND DECISIONS

The job entails making decisions on work allocation and priorities, in order to ensure finite deadlines are met.

The post holder will have to be comfortable dealing with members of the public and working directly with Councillors. In undertaking their duties all employees will be expected to demonstrate political neutrality

### CONTACTS (INTERNAL 70% EXTERNAL 30%)

**Internal:** Council Officers and Councillorsincluding the Cabinet Portfolio-holder with responsibility for the Community Right to Bid.

**External:** Members of the public, external Solicitors, Barristers’ Clerks and Court Service Staff.