



Job Description and Person Specification

Job Title:	Legal Assistant (Legal Shared Services)	
Post Number	P2550, P2551	JE Ref: GT
Grade:	Grade 5	
Other Payments:		
Job Family	Technical & Professional Services	
Directorate:	Legal Shared Services	
Progression:	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week:	37 hours per week	
Accountable to:	Litigation & Regulatory Team Leader, Procurement & Contracts Team Leader, Property & Estates Team Leader	
Date created/ reviewed:	June 2026	

JOB DESCRIPTION FOR LEGAL ASSISTANT

Job Purpose

To provide high quality legal and administrative support to Legal Shared Services, enabling the efficient delivery of legal advice and casework to the Council and partner organisations.

The postholder will support the management of files and workflows, prepare and process legal documentation, liaise with clients, courts and external parties, and ensure records are accurate, compliant and audit ready.

The post holder will also be expected to carry a small workload of cases under supervision.

Accountabilities

1. Provide day-to-day administrative support to the wider Legal Shared Services team, including diary management, arranging meetings, taking accurate notes where required, and managing shared mailboxes.
2. Open, maintain and close electronic and (where applicable) hard copy files in accordance with service standards and information governance requirements, ensuring accurate data entry, version control and secure storage.

3. Prepare, format and proof-read routine legal documents and correspondence (including letters, notices, court and tribunal forms and bundles) using approved templates and instructions, ensuring accuracy and attention to detail.
4. Support litigation and hearings by assisting with timetables, instructions, disclosure and document management; liaise with courts/tribunals, Counsel, external solicitors and other agencies as directed.
5. Monitor and manage workflow tasks within the case management system, proactively chasing instructions and deadlines, and escalating risks or capacity issues to the appropriate manager.
6. Assist with financial and performance administration, including raising purchase orders where required, processing invoices, maintaining time recording, supporting billing/recharge, and producing basic reports on caseloads and service activity.
7. Provide guidance on straight forward and routine queries. Handling enquiries from internal clients and external contacts professionally and confidentially, signposting appropriately and ensuring compliance with Data Protection, confidentiality and Council policies always.

Demands

Frequent need for sustained concentration and attention to detail when processing legal documents and managing multiple tasks to deadlines.

Regular use of display screen equipment and standard office systems.

The role can involve exposure to sensitive information (e.g., litigation and housing matters) and requires resilience, professionalism and the ability to maintain confidentiality.

Working Conditions

Primarily office-based with agile/hybrid working arrangements in line with Council policy and service requirements.

The postholder will work in a busy shared service environment with periods of peak workload and competing priorities.

Other Employment Requirements

<p>Ability to work flexibly across Legal Shared Services (including occasional travel to Council/partner sites, courts or external venues if required).</p> <p>Willingness to undertake training (including information governance) and to use Council systems, including case management and Microsoft 365 tools.</p> <p>Occasional requirement to work outside normal hours to support urgent deadlines, hearings or service priorities.</p>
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Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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ROLE SPECIFIC PERSON SPECIFICATION – LEGAL ASSISTANT (LEGAL SHARED SERVICES)				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	• A-level standard education	X		
Q2	• GCSEs (or equivalent) in English Language and Maths (or equivalent numeracy and literacy skills evidenced through work experience).	X		A, I
Q3	• Obtain or Willingness to undertake CILEX Advanced Paralegal qualification (unless hold higher qualification)	X		A, I
Q4	• Other legal qualification e.g. degree or equivalent	X		I
Knowledge				
K1	• Understanding of confidentiality, information governance and data protection requirements	X		A, I

	when handling sensitive information.			
K2	<ul style="list-style-type: none"> Working knowledge of office administration processes, including document production, records management and scheduling/prioritisation. 	X		A, I
K3	<ul style="list-style-type: none"> Awareness of the role and function of local government and a shared legal service, including the need to provide pragmatic, customer-focused support. 	X		A, I
K4	<ul style="list-style-type: none"> Knowledge of (or ability to quickly learn) basic legal office procedures, including court/tribunal filing, bundling and deadlines. 		X	A, I
K5	<ul style="list-style-type: none"> Knowledge of Microsoft 365 applications (e.g., Outlook, Word, Excel, Teams) and confidence using digital systems to manage work. 	X		A, T, I
Experience				
E1	<ul style="list-style-type: none"> Previous experience in an administrative support role with responsibility for organising work, managing records and meeting deadlines. 	X		A, I
E2	<ul style="list-style-type: none"> Experience of producing accurate work documents (e.g., letters, reports, minutes) and maintaining high standards of written communication. 	X		A, T, I
E3	<ul style="list-style-type: none"> Experience of working with confidential and sensitive information, demonstrating discretion and sound judgement. 	X		A, I
E4	<ul style="list-style-type: none"> Experience of managing competing priorities and working under pressure to meet deadlines, with the ability to escalate issues appropriately. 	X		A, I
E5	<ul style="list-style-type: none"> Experience of using digital systems (e.g., case management, IKEN (optional) document management, finance or CRM systems) to record actions and retrieve information. 	X		A, T, I
E6	<ul style="list-style-type: none"> Experience of delivering good customer service to a range of stakeholders, including handling enquiries professionally by phone, email and in person. 	X		A, I
E7	<ul style="list-style-type: none"> Experience of working collaboratively as part of a team, contributing to continuous improvement and supporting colleagues during peak periods. 	X		A, I
E8	<ul style="list-style-type: none"> Experience of working in a legal setting and/or within local government or a shared service environment. 	X		A, I

For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here on our website](#).