

Role Profile

Part A - Grade & Structure Information

Job Family Code	6BF	Role Title	Legal Practice Support Officer
Grade	PS6	Reports to (role title)	Deputy Practice Manager
		Directorate/School	Resources
JE Band	192-227	Service/Department	Legal Services
		Date Role Profile was created	Mar-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Reporting to the Deputy Practice Manager, these roles provide critical support functions to the fee earners and clients of Legal Services. The support functions are broad in their remit and include; financial support and processes, post, legal records such as deeds and administration of our digital case management system, digital sealing, secretariat support, general admin of IT support, equipment and room bookings etc, scanning as well as any ad-hoc support that is requested by fee earners or the service. The role will require you to model the Council's values and behaviours across the service as well as providing exceptional customer service to Legal Fee Earners and their clients. Legal Services is a fast paced environment so the role holder must have ability and experience in meeting tight deadlines, being able to plan ahead and prioritise work as it is requested. You will be expected to work as part of a broader team and communicate regularly and effectively on tasks and priorities. There will be independent work to be completed and a high degree of autonomous working is expected. This role covers a lot of different areas and requires the ability to prioritise a range of tasks each with their own specific process which must be adhered to at all times.
Work Context	Legal Services has developed an agile, flexible and multi-disciplinary working environment to deliver a fit for purpose legal service. Accordingly, you will be expected to ensure that procedures and processes are followed and timescales met for the production of bundles and service of documents as per the needs of the Childcare Legal team. Legal Services operates in a paper light environment, with minimal physical storage and is predominantly based at the Dakota, Weybridge hub. The role holder will be required to manage their own workload whilst communicating effectively within the team to co-ordinate task priority. It is also expected that the role holder will attend the office a minimum of 1 day per week with a view to this increasing depending on service requirements. We provide a flexible working environment with the opportunity to work remotely. Within our offices the role holder will be expected to hot desk but also carry out physical office based tasks such as printing/scanning/post etc. no matter of their seniority or role.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical purposes and run and present standard reports. • Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation. • Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues. • Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires. <p>People Management</p> <ul style="list-style-type: none"> • Guide junior staff in duties to facilitate their development and ensure routines observed. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, management, communication, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline. • Familiar with one or more of the specific processes used in the relevant discipline. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good administrative /organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining business processes and systems. • Ability to guide and support less experienced or more junior colleagues (for some roles).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Educated to A Level or equivalent. While a legal qualification is not required, an enthusiasm for working within the Legal Sector would be an advantage.</p>
<p>Role Summary</p>	<p>Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office.</p>

