

Role Profile

Part A - Grade & Structure Information

| | | | |
|------------------------|------------|--------------------------------------|--|
| Job Family Code | 7BF | Role Title | Paralegal |
| Grade | PS7 | Reports to (role title) | Senior Lawyer or Principal Lawyer |
| | | Directorate | Resources |
| JE Band | 228-268 | Service | Legal and Democratic Services |
| | | Team | Legal Services |
| | | Date Role Profile was created | Feb-22 |

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 | <p>The role holder will be expected to support the lawyers in the team as well as to manage a full case load of less complex matters.</p> <p>The role will also include supporting the Monitoring Officer in respect of their duty to advise the County Council of illegality and procedure default.</p> <p>The role holder will be required to contribute to the training of client departments.</p> <p>The role holder will be required to model the councils values and behaviours.</p> <p>Cases will be allocated by either a Principal or Senior Lawyer and the role holder will be expected to make all routine decisions relating to the conduct and conclusion of their cases except for matters outside the person's risk management profile upon which they immediately notify their supervisor. The person will typically deal with lawyers acting for other parties, litigants in person and the Court and will be required to develop a good working relationship with the clients and to keep clients regularly updated on the progress of a matter.</p> |
| Work Context | <p>Legal Services is developing a flexible and multi disciplinary working environment to deliver fit for purpose legal service. Accordingly, you will be expected to develop and widen your experience in practising across the range of areas of law offered in the Service.</p> <p>We are a Lexcel accredited practice and all our work is carried out in accordance with Lexcel practice management standards</p> <p>Legal Services operates in a paper light environment, with minimal physical storage. The role holder will be required to manage and record their work contemporaneously using our electronic case management systems and keeping paper records to a minimum. We provide a flexible working environment. Within our offices the role holder will be expected to hot desk.</p> <p>The post holder must, if required by the role, be available to work and attend proceedings and meetings at pre-arranged times (including out of core hours) and in locations away from their contractual base.</p> |
| Line manager responsibility if applicable | NA |
| Budget responsibility if applicable | The role holder will demonstrate an awareness of the impact of spend against the legal expenses budget, specifically in relation to commissioning external legal advice and representation. |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family | <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Customer Service & Support</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. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain financial, and/or stock records, and review data to contribute to resource planning. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> |

| | |
|---|---|
| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Able 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 and improving business/ database systems/secretarial processes and systems (as appropriate). |
| Details of the specific qualifications and/or experience if required for the role in line with the above description | <p>Law degree or equivalent.</p> |
| Role Summary | <p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services.</p> |
| Reference Number | <p>BM-2022-121</p> |