

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Resources

DIVISION: Legal Services

JOB TITLE: **Legal Business Support Officer**

N.B: If you have any issues printing this document please contact HR

ROLE PROFILE

Job Title:	Legal Business Support Officer
Department:	Resources
Division:	Legal Services
Grade:	Grade 6
Hours (per week):	36
Reports to:	Legal Business Team Leader
Responsible for:	Not responsible for any line management
Role Purpose and Role Dimensions:	<p>To provide comprehensive administrative support to the Division ensuring that legal processes are observed and that the clients are provided with efficient and effective high quality legal services.</p> <p>Contribute to the effective operation and service requirements of the Legal Business Team</p>
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	MPs, Council's external legal providers, third party solicitors, Courts, Experts and Counsels Chambers.
Key Internal Contacts:	Councillors, Chief Officers, officers at all levels across the Council, Director of Democratic & Legal Services, Heads of Legal Services and Solicitors
Financial Dimensions:	Process expenditure requests and other financial documents according to locally agreed working practice and the Council's agreed financial policies and procedures.
Key Areas for Decision	To contribute to the development of the service and determine

Making:

the appropriate action to complete service requests.

Other Considerations:

Ability to work normal office hours flexibly when dealing with urgent matters

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Assisting Solicitors in discharging their specific professional responsibilities

Key Elements:

This will involve:

Incepting all Legal requests received through the SharePoint portal, checking submitted information is complete and ensuring that these are accurately allocated in accordance with the practice note, KPIs and according to capacity (in conjunction with the Heads of Service).

Ensuring that the data received in the gateway is accurately captured, verifying with Council officers where required. Ensure that the Share Point system is maintained and data fields are kept up to date.

Liaising with our external Legal partners to ensure smooth allocation of matters.

Producing reports as required using data from the gateway, case management system and collated from Legal Partners.

Working knowledge of PD 27A Family Proceedings Court Bundles in accordance with the Court rules is essential. You will be required to arrange service of documents and liaise with parties and witnesses as appropriate. You will also be required to draft police disclosure requests under the MPS protocol.

Preparing complex Court bundles using the electronic court bundling software.

Attending Court to issue applications and lodge documents and bundles and assist Counsel at the request of Solicitors in accordance with Court directions as required.

Scheduling Court directions, Court dates and other key dates on the Case Management System and Court Diary.

To chase other parties for outstanding documents or evidence as requested by Solicitor. Assisting Solicitors with processing requests e.g. police disclosure requests, complying with Court Orders, Agreements, access to information including relevant liaison and timely preparation of relevant data, both electronic and paper based

Dealing with internal/external telephone calls by taking accurate telephone messages ensuring passing on to relevant fee earner.

To provide comprehensive administrative support within Legal Services

This will involve:

Maintaining filing and the case management system including opening, closing and archiving files on a regular basis.

Liaising with Court, Chambers, Solicitors and officers as directed by Solicitors and/or Heads of Service.

Arranging prompt payment of invoices, preparing Purchase Orders and completing any other finance related tasks, as allocated by the Legal Business Team Leader.

Engrossing, binding and Sealing Council documents as required.

Project support for the development of the case management and other systems and such other administrative arrangements required for service delivery.

Assist with providing technical guidance and support on the case management and other systems to colleagues in the Service.

To attend training on any newly introduced electronic applications and systems, acting as a champion and nominated superuser.

To complete post duties daily, directing appropriately, ensuring urgent matters are promptly alerted to relevant teams and saving to case files.

Such other activities as may from time to time be agreed consistent with the nature of the job described above

Ensure that the Head of Service is at all times adequately informed of matters being dealt with by the post holder and to assist as required with arrangements for monitoring progress of work

This will involve:

- Regular attendance at One to One meetings, Team Meetings etc
- Ensuring compliance with the case management and diary system and other relevant agreed office procedures

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

Job Title:	Legal Business Support Officer
Essential knowledge:	Highly proficient in computer software packages i.e. Office 365 Case Management Systems and finance systems e.g. Oracle Experience of office systems and equipment e.g. scanner, photocopier and fax machines Record keeping including filing and using a follow up system Working knowledge of PD 27A Family Proceedings Court Bundles in accordance with the Court rules is essential.
Essential skills and abilities:	Attention to detail and a high level of accuracy Good time management and personal organisational skills Ability to deal with confidential issues and documents Ability to understand and react to changing priorities and deal with unforeseen and urgent demands Ability to work constructively with office colleagues and clients Good verbal and written communication skills Able to manage and prioritise own workload to meet service requirements Ability to work effectively within a team and demonstrate an adaptable attitude to undertake a wide range of duties Ability to exercise tact and courtesy in dealing with enquiries
Essential experience:	Highly proficient in computer software packages i.e. Office 365 Case Management Systems and finance systems e.g. Oracle Experience of office systems and equipment e.g. scanner, photocopier and fax machines Record keeping including filing and using a follow up system
Special conditions:	Ability to work normal office hours flexibly when dealing with urgent deadlines. Ability to attend the office a minimum of 3 days a week. This requirement can be reviewed at any time based on business needs.