

JOB ROLE PROFILE

Generic Job category: Administrative i.e. jobs with general administrative and clerical responsibilities in a variety of work settings.

Post Title and Number: Legal Support Officer -Business Systems and Support Lead

Present Grade: 5 _____ Dept: Legal Services

Service/Section/Team: Legal Practice Support

Reports to (title): Practice Manager

Purpose of the Role:

The purpose of the Legal Practice Support team is to deliver customer focused, consistent high quality, timely, accurate support that keeps Legal Services compliant to both LBE process and procedural rules and regulatory requirements. The team provide practice, financial, administration and clerical services taking the 'noise' away from legal managers and their teams to allow lawyers to do law, ultimately enabling efficiency and driving productivity.

The Legal Support Officer Business Systems and Support Lead is a post within the Legal Practice Support Team, part of the wider Legal Services Team. The role is designed for focus on best use of IT and business systems to provide a streamlined support services but also drive efficiencies in ways of working for the legal teams. A champion of use of IT, as well as common sense thinking to cut out wasted resources the post holder will;

Provide high quality and comprehensive administrative support in relation to the Legal Case Management System, to the Legal Services team, ensuring data protection rules are adhered to as well as data integrity to aid the delivery of an effective, efficient and customer focused support service within required timescales and in line with Corporate policies.

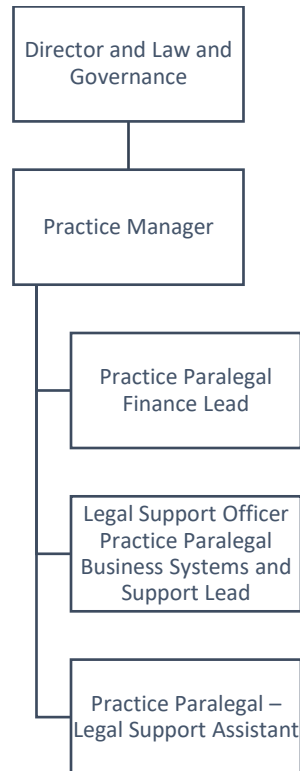
Set up, maintain and review processes and systems to ensure effective day to day operation of the support service in relation to Lexcel file compliance standards such as opening, closing and retention in accordance with relevant legislative and statutory requirements.

To work effectively as part of a team and actively contribute to the smooth running of the support service for the legal teams by way of leading in the management of recruitment processes, new starter and induction actions and leavers arrangements.

To support the service in managing the legal team responses to timescales for FOI responses, Member's Questions and Legal Implications for reports.

To be a source of championing IT competency both for new systems and upskilling legal teams on existing systems. T

Dimensions including Structure Chart:



Supervisory responsibility:

No direct supervisory responsibility but would be expected to assist with supporting their own team members in the use of IT systems and in the wider department the induction of staff, including on the job training of colleagues on both new and existing systems.

Key Accountabilities:

This section must not be altered under any circumstance

1. Contribute to the delivery of an administrative/ secretarial / PA / financial / performance / management information function to ensure effective operation of the service.
2. Maintain a wide knowledge of policies, procedures and statutory legislation and to regularly update that knowledge in order to give correct information and advice.
3. Deal effectively with all contacts from a wide range of people, using tact and discretion, assessing needs and re-directing the enquiry where appropriate.

4. Receive complaints, as appropriate to the service, with tact and sensitivity over the telephone and in person log and refer to other officers where appropriate.
5. Organise meetings including the preparation of agendas, taking and circulating of minutes and prompting attendees for action items.
6. Arrange service and external events to include selecting appropriate venues and facilities, liaising with facilitators and/or speakers on availability and requirements.
7. Maintain up to date knowledge to ensure effective operation of IT packages and systems used within the service and to be responsible for the data input/live loading, collation and retrieval of Council wide IT based information as required.
8. Collect, co-ordinate, analyse and interpret performance / management information to meet all local, national and statutory information requirements and data returns for the service / department / Council.
9. Assist with the quality checking and validation of statistical and performance / management information, and to produce a range of reports in a variety of formats for service, Council wide, National and/or statutory data returns.
10. Follow the procedure for application and approval of licences and/or issue of contracts as appropriate to the service's requirements
11. Undertake a range of financial duties to include use of the Council's electronic procurement system (SRM)/SAP as appropriate to the service.
12. Organise and prioritise own workload as appropriate in consultation with your manager.
13. Assist in the delivery and completion of work projects, supporting different work streams, ensuring the successful completion of the project.
14. Participate in team meetings and be involved in planning, coordination and implementation of the Service Centre planning processes.
15. Carry out all accountabilities in compliance with the Council's Policies and Procedures.

The range of outcomes we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service delivery. This may include working in any other service areas, including the Customer Access Service, and /or vary hours of work, as may be reasonably required of you.

Key Relationships (Internal and External):

- Maintain awareness and knowledge of developments within the Legal team and leading practice
- Build and maintain effective relationships across the organisation to support a proactive, flexible, customer focused service solution
- Establish and maintain excellent relationships with colleagues to facilitate a shared approach to meeting business requirements and developing standard ways of working.

Equality and Diversity:

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

Health and Safety:

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Employees shall report all accidents, 'near miss' incidents and work related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

Information Security:

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council's Information Security Policy.

Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.



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Job Title: Legal Support Officer Business Systems and Support

Grade: SC5

Department: Legal Services

Team: Legal Practice Support Team

	HOW TESTED Application – A Test – T Interview – I
<p>Job Specifics – Skills, Experience, Knowledge & Abilities</p> <p>(Management Information: In this section you should list between 4 and a maximum of 6 essential recruitment and selection criteria and 2 desirable criteria). Criteria number 1 should only be used if a regular and intrinsic part of the role is customer facing- please check here for further information. The information you provide in this section will be used in the recruitment application process to assess the suitability of job applicants.</p> <p>Essential:</p> <ol style="list-style-type: none">1. As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. This role also requires you to be polite and courteous when conversing with the public.2. Working within an administrative environment delivering high quality, customer driven services3. Experience of working with business support IT systems4. Strong communication skills.5. Strong general IT/Technical skills, knowledge.6. Experience of supporting change / efficiency initiatives7. Keen to develop your own skills and knowledge of IT systems and legal operating procedures <p>Desirable:</p> <ol style="list-style-type: none">1.	<p>A/I</p> <p>A/I</p>

<p>2.</p>	
<p>Behaviours</p> <p>Appropriate behaviours are key to the delivery of our vision for Enfield.</p> <p>We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;</p> <p>Take Responsibility</p> <p>We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.</p> <p>Open, Honest and Respectful</p> <p>We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.</p> <p>Listen and Learn</p>	<p>A/I</p>

<p>We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.</p> <p>Work Together to find solutions We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.</p> <p>Candidates: Please ensure you address these behaviours in your responses to the essential (and desirable if applicable) criteria above.</p>	
<p>Competencies:</p> <p>Candidates: Please ensure you address these competencies in your responses to the essential (and desirable if applicable) criteria above.</p> <ol style="list-style-type: none"> 1. Customer focus 2. Deliver service performance 3. Focus on continuous improvement 4. Political awareness and context 	<p>A/I</p>
<p>Qualifications & Professional registration criteria</p> <p>Candidates: Please ensure you address these qualifications in your responses to the essential (and desirable if applicable) criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.</p>	<p>I</p>



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<p>1. Strong knowledge of Microsoft Office suite including Outlook</p> <p>2. Use of IT business systems</p>	
<p>Special requirements</p> <p>Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.</p> <p>1.</p> <p>2.</p> <p>3.</p>	I