

JOB DESCRIPTION

May 2015

Director Area: Environment and Economy	Is this description a generic JD? Yes
Service Area: Legal Services Lincolnshire	
GRADE: G4	JEM Reference No: 5245 Enhanced DBS Required? Yes No
JOB TITLE: Legal Officer	
REPORTS TO: Principal Lawyer	
<p>1 PURPOSE OF JOB:</p> <ul style="list-style-type: none"> . Contribute to the delivery of services for Legal Services Lincolnshire. Assist, as appropriate, with: <ul style="list-style-type: none"> • Providing an integrated approach to performance management, quality standards and service delivery • Embedding new ways of thinking and working • Developing and maintaining strong, positive working relationships with commissioners, partners external clients and their teams/partners and across service areas as appropriate <p>Provide high quality efficient and effective legal casework processing and administration services to the County Council, partners and external clients</p> <p>To take personal responsibility for work within own area of responsibility</p> <p>Show a general understanding of public law and governance in support of clients' decision-making processes</p> <p>To demonstrate and promote the values and culture of the service including the highest degrees of flexibility openness and collaboration and the provision of risk-based, solution focused advice centred on enabling clients to achieve their outcomes.</p> <p>Continuously look for synergies and efficiency savings across area of responsibility.</p>	
<p>2 MAIN RESPONSIBILITIES, TASKS & DUTIES</p> <ul style="list-style-type: none"> . The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below: 	
<p>i</p>	<p>a) To provide high quality efficient and effective legal and administrative advice and services to the County Council, partners and external customers to the highest standards of professional conduct and ethics and in a way that furthers and promotes good customer care within</p>

		<p>Legal Services Lincolnshire.</p> <p>b) To undertake all legal services work whether advice, case work or assistance to other fee earners as required within the area of work designated in the post outline for the time being with minimal supervision and professional support.</p> <p>c) To maintain a basic awareness of the duties and responsibilities of the Monitoring Officer and the ethical framework applying to the operation of local government</p> <p>d) To follow all instructions of the Chief Legal Officer or Assistant Chief Legal Officer (or a deputy Monitoring Officer) in relation to the conduct of any Monitoring Officer activities.</p> <p>e) To provide and/or receive the level of professional support and supervision appropriate to grade and as set out in the post outline.</p> <p>f) To ensure that the post-holder deals with a workload of an appropriate size and level of complexity.</p> <p>g) To develop strong and effective links with the users of the services provided by the post-holder and to notify any notable achievements, compliments, complaints, problems or issues relating to his/her work.</p> <p>h) To work as required with members of any other Team within Legal Services and as a member of any specific project, task or network Team.</p> <p>i) Contribute to documents produced for internal and external communications purposes and participate in the presentation of training and development for customers, elected members and others.</p> <p>j) To operate all quality, information management and other systems, processes and procedures and to use ICT and other support services as instructed by the departmental management team.</p> <p>k) To contribute positively to the good management of Legal Services Lincolnshire and in particular</p> <ul style="list-style-type: none"> - to attend Team and other meetings and participate in project Teams, Team Away days and other management development activities when required - to participate in the employee development and appraisal process - to contribute to the service and action plans for Legal Services Lincolnshire and - to communicate effectively within and outside Legal Services Lincolnshire
	ii.	<p>a) Taking day to day responsibility as appropriate to deliver the agreed priorities, working collaboratively with commissioning teams, partners and external customers and with colleagues in Legal Services Lincolnshire.</p> <p>b) Coach/mentor teams/colleagues as appropriate to embed new ways of</p>

	<p>thinking and working and assist with ensuring flexibility within Legal Services Lincolnshire</p> <p>c) Maximising the impact of resources and value for money to achieve improved outcomes for the Council, partners and external customers</p> <p>d) Take pride in own performance and ensure effective engagement with Legal Services Lincolnshire performance management processes to deliver outcomes in line with service delivery obligations</p> <p>e) Provide advice and guidance as appropriate for own area of expertise.</p> <p>f) Deliver a personal workload of advice, case work or support to other fee earners</p> <p>g) Demonstration of the Council's Core Abilities (at the relevant level) Personal Leadership Being Future Focused Political and Commercial Astuteness Supporting a High Performing and Flexible Workforce Drive for Results</p>
iii.	Understand and work with Legal Services Lincolnshire's target market and existing customers as appropriate, developing and maintaining relationships with County Council commissioners, partners, external customers, service users, stakeholders and potential providers.
iv.	Contribute to Legal Services Lincolnshire's work with commissioners/partners to ensure a robust approach to data analysis and forecasting
v.	Contribute to the performance by the County Council, partners and external customers of their statutory obligations and where appropriate any national and local performance indicators
vi	Ensure the way in which the postholder conducts themselves within the area of responsibility reflects the agreed culture and style and standing orders of the County Council and the culture and style of Legal Services Lincolnshire as set out in Working in Legal Services Lincolnshire as amended from time to time.
vii	Operate Legal Services Lincolnshire's LEXCEL policies, processes and procedures and any frameworks for Quality Assurance, agreed appropriate performance standards and review processes operated by County Council commissioners, partners or external customers and monitor delivery against commissioned requirements
viii	Ensure Council resources are optimised and utilised effectively and efficiently.
ix	Look to continuously improve services in area of responsibility, identifying where possible, value for money savings and ways of managing within allocated budgets.
x	Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.

	xi	Contribute to the development of individuals across the Council coaching, mentoring and motivating staff as appropriate to achieve performance excellence.
	xii	As an employee, create a positive image of the County Council
	xiii	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers
	xiv	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice
	xv	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self -service to achieve maximum cost effectiveness.
3.	<p>MANAGEMENT OF PEOPLE</p> <p>None</p> <p>SUPERVISION OF PEOPLE</p> <p>Offers practical assistance and support to new recruits, trainees and peers on an informal basis.</p>	
4.	<p>CREATIVITY AND INNOVATION</p> <p>The job requires the application of laid down procedures with the need for creativity to find appropriate solutions to a variety of practical and procedural problems within an established legal and procedural framework.</p> <p>The post-holder will seek guidance outside these parameters.</p> <p>Examples</p> <p>Counsel is unavailable to cover a hearing and fee earner is unavailable to advise. An urgent decision would be required to find an alternative resolution.</p> <p>Sitting behind Counsel at court dealing with any queries as they arise.</p> <p>Checking whether a school admission appeal application requires additional evidence to meet all legal requirements and actioning as necessary.</p> <p>Approving completed Land Registry registers in connection with voluntary registration applications.</p> <p>Drafting and advising on witness statements to ensure that they meet the legal requirements of the case to be proven.</p>	
5.	<p>CONTACTS AND RELATIONSHIPS</p>	

	<p>Contact with officers at all levels in the Council, including senior officers. Assistance may be provided and information given to members of the Council.</p> <p>Contact with members of the public.</p> <p>Contacts with service users, other local authorities, partners and other external bodies, other professionals (lawyers and non-lawyers), courts and tribunals.</p> <p>The post-holder will be responsible for obtaining and providing information and providing advice, generally on procedural matters, within their area of work. The circumstances in which such information and advice is given may be contentious and involve difficult and emotional situations requiring tact and sensitivity. The post-holder will be responsible for negotiating within established procedures and guidelines.</p>
6.	DECISIONS
	<p>a) Discretion</p> <p>Works under supervision in the conduct of individual matters.</p> <p>Discretion in taking decisions in the conduct of particular matters concerning procedural steps to be taken and the advice to be given within well-established legal and procedural frameworks in their area of work. Would consult with more senior colleagues as necessary on any matter outside established procedures and guidelines and would take instructions from the client before any decisions are taken.</p> <p>The post-holder will prioritise their own work against established timetables and procedural requirements, recognising urgent situations and taking appropriate action.</p>
	<p>b) Consequences</p> <p>Impact on the finances and reputation of the Council and external clients. Direct impacts on the well-being of Service Users and members of the public including children. Advice given and decisions and actions taken impact on the quality of other Council decision-making and on the outcome of Council cases, projects and initiatives.</p>
7.	RESOURCES
	<p>Laptops and mobiles phones where applicable. IT databases are shown in the Post Outline. Security of confidential and sensitive paper and electronic data when transporting and using files and laptops when working away from the office.</p>
8.	WORK ENVIRONMENT

	<p>a) Work Demands</p> <p>The post-holder operates in an environment governed by the need to meet deadlines including deadlines externally imposed in a context of continually changing priorities. Work is carried out in a demand-led environment where the workflows cannot be controlled and work plans can be interrupted by urgent demands.</p>
	<p>b) Physical Demands</p> <p>Handling of heavy documentation especially court files and bundles of evidence which can be large in number and difficult to transport safely. Keyboard work in carrying out own typing in support of casework.</p>
	<p>c) Working Conditions.</p> <p>Office based with requirement to travel in and out of county to courts and site visits and to visit people in their homes.</p> <p>Regular exposure to material and situations likely to cause distress such as photographs and taking statements from vulnerable/distressed witnesses.</p>
	<p>d) Work Context</p> <p>Risk of regular verbal and physical abuse aggression and intimidation. Highly stressful environment owing to routinely contentious nature of the work.</p>
<p>9.</p>	<p>KNOWLEDGE AND SKILLS</p> <p>Must have at least 2/3 years relevant experience as a legal officer.</p> <p>A level of expertise in an area of work relevant to the post.</p> <p>The ability to acquire a working knowledge of basic law and all areas of procedure applicable to his/her field of activity and a basic understanding of local government law commensurate to grade.</p> <p>Able to demonstrate a knowledge of the needs of an in-house local government Legal Service.</p> <p>Interpersonal skills to enable the post-holder to operate at this level often requiring sensitivity and diplomacy.</p> <p>Management of a full and substantial workload commensurate with the grade of the post.</p> <p>Able to communicate clearly and appropriately both verbally and in writing at all levels.</p> <p>Customer focused, and able to contribute positively to service development and continuous improvement.</p> <p>Able to work as an integrated part of the wider Legal Services team, and supportive of colleagues and management.</p>

Keep up to date with changes to relevant law and procedure.

Able to provide support to colleagues in a positive way.

Willing to adapt to new areas of work and take on tasks/duties related to his/her field of expertise competently recognising when he/she lacks the requisite knowledge and requires professional support and supervision.

Knowledge of main office IT packages.

Able to travel and keep appointments.

The specific knowledge, skills and abilities required will vary depending on the needs of the role. Specific posts may necessitate advanced specialist knowledge and skills. Post holders should be comfortable working with ambiguity and uncertainty.

10. GENERAL

Job Evaluation - This job description has been compiled to allow the job to be evaluated using the GLPC Job Evaluation scheme as adopted by the County Council

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Equal Opportunities - The post holder is required to carry out the duties in accordance with Council Equal Opportunities policies.

Health and Safety - The post holder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: [Manager]
Job Description agreed by: [Post holder]

Note: Qualifications and Experience headings are included in the Person Specification; see 'Using Competencies in Recruitment & Selection' in the Employment Manual on George.

Guidance on the completion of this JD can also be found on George or available from your HR Adviser.