

Paralegal Grade 6

About the Service

Staffordshire Legal Services is an accredited professional advisory service for the whole Council, based within the Corporate Services Directorate. It provides quality services, promoting Staffordshire County Council's pursuit of excellence.

Staffordshire Legal Services also provides services to a range of external clients which are effective, customer friendly and provide value for money.

We endeavour to deliver by taking into account our customer commitments, our Council values and our individual objectives.

About the Role

Paralegals are a vital part of the Legal Services Unit (LSU) supporting the delivery of high-quality legal services across a range of specialist areas.

Working within a dynamic and client-focused legal team, Paralegals are responsible for preparing legal documentation, managing correspondence, supporting local authority representatives at court as required, conducting research and supporting fee earners with casework at an appropriate level.

The post holder is expected to have a good degree of computer literacy and the ability to use standard Microsoft software as well as to learn the use of the LSU's case management system. The post holder must be able to handle sensitive data carefully and in accordance with policy and guidance.

Paralegals are expected to work flexibly across teams, contribute to continuous improvement initiatives and uphold the Council's values of integrity, professionalism and innovation.

Reporting Relationships

Responsible to: Team Senior Lawyer, Senior Lawyer or Lawyer as required.

Responsible for: N/A

Key Accountabilities:

1. Undertake the preparation and processing of legal paperwork and documentation such as agreements, statements, briefs, court documents, public inquiry and committee documents, searches and suchlike to ensure we maintain a high level of service.
2. Conduct legal research as and when required to progress own case load. This research could include statute, regulation or case law and primarily using online resources such as LexisNexis.
3. Conduct day-to-day correspondence on files including handling administrative emails on files from clients, other professionals (both legal and otherwise) and members of the public in letter form, email or via the telephone/teams in order to achieve an effective service delivery.
4. Complete basic fee earning work on files through tasks such as, but not limited to, redaction of documents, completion and preparation of court bundles, committee and public inquiry documents, making general enquiries, monitoring databases, assist with Land Registry applications, requesting evidence and statements, opening and closing files, managing correspondence and the filing and serving of evidence all to ensure the maintenance of a high quality service.
5. Manage a caseload of own simple legal matters including taking responsibility for ensuring the timely progression of such matters, providing basic legal advice (with

support if necessary) and ongoing correspondence both with the client, the court and any other parties.

6. Maintain own and allocated fee earner's files on the case management system to a high standard of organisation to ensure strict compliance with all Lexcel standards.
7. Ensure strict adherence to the Legal Service Units quality standards (Lexcel) including time-recording, in order to maintain the professional standards and contribute to the process of securing re-accreditation as and when required.
8. Deliver research and administrative support on key projects and delivery targets in order to meet the objectives of the respective team. Projects may relate to case related work to support the client service or work on governance, processes or policies to support the wider authority.
9. Work with multiple professional clients (including internal clients) or external partners to support income generation or recovery within Legal Services.
10. Conduct simple legal work and drafting on own files and in support of allocated fee earners.
11. Support in the coaching and induction of new staff through introducing them to relevant systems and processes within the Legal Services Unit and current specialism.
12. Achieve chargeable hour targets as set by the Legal Services Manager in a consistent way by ensuring completion of allocated work and accurate time recording.
13. Resolve requests and issues in a timely and sensitive manner ensuring that a high level of customer care is provided.
14. Ensure strict adherence to the GDPR and Council's own data protection requirements and guidance to ensure full compliance with statutory duties.

15. Carry out such other duties as may be reasonably required.

Person Specification

70001040/G06/CAS
14/08/2026



Qualifications/Professional membership

- At least two A levels or equivalent qualification or extensive experience in a similar role.

Knowledge and Experience

- Experience of working or undertaking administrative duties.
- Experience of analysing routine legal information.
- Ability to handle own case load and manage the case load of up to five other fee earners.
- Experience in using ICT (eg Microsoft Word, Excel, Outlook and basic software packages).
- Ability to deal with challenging situations/people.
- Experience of supporting professionals in a high-pressure environment.
- Practical knowledge of the General Data Protection Regulations and standard cyber security measures.
- Experience in working to processes and procedures.

Skills

- Effective written and oral communication skills.
- Ability to work under pressure to deadlines.
- Self-motivated and able to work under own initiative.
- Interpersonal skills with the ability to build relationships and rapport with a wide range of people using a variety of communication methods
- Flexible, innovative and persuasive approach.
- Effective organisational skills with the ability to deal with competing demands and organise work accordingly.



- Ability to deal with matters confidentially, with tact and diplomacy.
- Attention to detail and accuracy.
- Analytical skills.
- Customer focused, with solution driven approach.
- Able to work in a team environment.

This post is designated as a Casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.