

Job Title: **Legal Business Officer (Systems)**

Grade: 6

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Staffordshire Legal Services is an accredited professional advisory service for the whole Council, based within the Finance and Resources 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 values and our individual targets.

Reporting Relationships

Responsible to: Business Team Manager (Legal)

Responsible for: (Not applicable)

Key Accountabilities

- Specialise in any given area of legal discipline providing daily legal and financial administrative support to lawyers and the conduct of their caseloads, legal office systems and processes in accordance with Legal Services' professional responsibilities.
- Conduct complex legal case work at a grade commensurate level to support the function of Legal Services Unit and progression of case files across Legal Services Unit.
- Responsible for the management, maintenance and monitoring of legal case management systems, recruitment systems and finance systems to provide support to lawyers in the conduct of their work.
- Provide detailed and highly complex analytical reports to assist fee earning staff in the relation to the progression of their caseloads and provide detailed management reports, as required, to the Senior Managers in relation to the status of any matter on a case management, recruitment or financial basis.
- To analyse data from within the multiple systems to collate, design and create bespoke report to support Senior Managers within the legal team to inform strategic and procedural decisions on planning within the LSU Team.
- Support Legal Services' selling services objectives including the design, drafting and preparation of marketing material, and business development meetings with clients.
- Liaise with a variety of professionals including customers, courts, and external lawyers and work directly with customers to ensure that the high standards of Legal Services Unit client care are adhered to.

- Managing direct calls from customers and assessing risks identified in those calls and directing calls or dealing with those queries as appropriate.
- Delivery of training to all new members of staff and refresher/upgrade training relating to the Case Management System/procedures.
- Respond to all Case Management System issues/problems promptly and to assist to resolve issues that could have a critical impact on the Fee Earner ability to continue with their daily duties resulting in a loss of income for Legal Services. Liaise with the Case Management System providers support desk and our ICT department to ensure that immediate action is taken to resolve issues and to ensure the delivery of Business Continuity.
- Maintain, monitor and report time recording information and entries preventing a loss of potential income to Legal Services.
- Negotiate fees with suppliers where permitted by procurement regulations and co-ordinate, organise and assist with the procurement, development and maintenance of Legal Services' business critical legal reference systems.
- Process and monitor invoices and Purchase Card spend within Legal Business Team, co-ordinate responses to invoice related queries received from the client departments and Legal Services colleagues. Administer and maintain the Workload Review (WLR) process ensuring papers and records are produced and updated in a timely manner via the Case Management System and to maintain a separate central record of WLR feedback to track key performance indicators for Legal Services, including the identification of complaint and compliment trends
- To ensure that billing invoices and associated documents generated by the Case Management Team are sent to clients in a timely manner in order that income generation is facilitated. To co-ordinate responses in relation to any invoice related queries received from the client department.
- Undertake research on topical legal matters, points of law and practice to support lawyers in the conduct of their work.
- To liaise with and to support WLT, OMT and Senior managers in relation to the recruitment, salary, financial and personnel management of staff.
- Adherence to Legal Services' Lexcel Law Society Practice Management Standard practices and procedures, and contribute to the process of

securing re-accreditation as and when required by the effective maintenance of systems to support the Legal Services continuing registration as against Lexcel for as long as it is determined to be an accurate measure of good practice within Legal Services Unit

- Carry out such other duties as may reasonably be required commensurate to the overall grading of this post.

This post is designated as a casual car user.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

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

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications Two A levels in any subject/One A Level in Law or equivalent experience in a relevant field.	A
 	Knowledge and Experience - Demonstrable experience in a relevant environment. - Experience in utilising ICT systems, generating and manipulating data. - Ability to take responsibility for the management of case management, financial and recruitment systems and significant and demonstrable ability to build, design and provide reports from those systems. - Sufficient understanding of the theory and principles underpinning legal work.	All by A/I
 	Skills - Ability to work effectively to deadlines, under pressure, whilst maintaining an excellent standard of work. - Effective interpersonal skills with the ability to develop good working relationships at all levels that generate confidence and trust. - Effective oral and written skills. - Effective level of IT literacy and the confidence to use IT systems. - Attention to detail. - Demonstrate analytical and problem solving skills. - Ability to work on own initiative. - Customer and commercially focused, with a solutions driven approach. - Integrity and trustworthiness. - Team player.	All by A/I



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be

guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans

We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Talent and Resourcing Team on 01785 278300**