

Senior Paralegal Grade 7

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

Senior 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, Senior Paralegals are responsible for managing a caseload of routine legal matters using their own initiative and meeting competing demands whilst consistently maintaining a high standard of work. Senior Paralegals are responsible for progressing all aspects of the legal matters they hold with appropriate supervision and guidance.

No previous local government experience is necessary for the role though the post holder should have an understanding of the areas and types of legal work undertaken within local government.

The post holder should have a good general standard of education up to A Level (or equivalent) and practical experience working in the relevant area of law.

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.

Senior 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. Undertaking all aspects of legal work on simple legal case files including providing legal advice to clients, drafting simple legal documents including committee/panel reports, searches and other such tasks in accordance with experience in order to progress matters to a high standard and deliver on service delivery outcomes.
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. Attending legal meetings as a representative of the Council and presenting reports to committees and panels in order to advance the aims of the Council.
4. Conduct all day-to-day correspondence on files including handling contacts 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.

5. Prepare legal documents such as statements, applications, land registry and SDLT forms and similar on the direction and under the supervision of legally qualified staff in order to achieve effective service delivery.
6. Maintain 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 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 or external partners to support income generation or recovery within Legal Services.
10. 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.
11. Achieve chargeable hour targets as set by the Legal Services Manager in a consistent way.
12. Resolve requests and issues in a timely and sensitive manner ensuring that a high level of customer care is provided.
13. Ensure strict adherence to the GDPR and Council's own data protection requirements and guidance to ensure full compliance with statutory duties.
14. Carry out such other duties as may be reasonably required.

Person Specification

Qualifications/Professional membership

- A good general standard of education to at least A level or equivalent or extensive experience in a similar role. Some level of legal education/experience preferred.

Knowledge and Experience

- Demonstrable experience in the relevant field in a legal environment.
- General understanding of the work done by the council and specifically the areas of work covered by the Legal Services Unit.
- Ability to handle own case load of simple legal matters.
- Ability to use 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.

Skills

- Ability to work under pressure to deadlines.
- Self-motivated and able to work under own initiative.
- Ability to build relationships and rapport with a wide range of people using a variety of communication methods
- Ability to influence, persuade and negotiate.
- Flexible, innovative and persuasive approach.

- Ability to deal with competing demands and organise work accordingly.
- Ability to deal with matters confidentially and act with tact and diplomacy.
- Attention to detail and accuracy.
- Customer focused, with solution driven approach.
- Able to work comfortably 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.