

| <b>JOB DESCRIPTION</b>   |                                     |
|--|-------------------------------------|
| <b>Job Title:</b>  | Legal Assistant                     |
| <b>Office:</b>   | Pathfinder Legal Services Limited   |
| <b>Directorate:</b>  | Legal Admin                         |
| <b>Reports to:</b>   | Principal Legal Assistant           |
| <b>Grade:</b>  | A                                   |
| <b>Location:</b>   | Huntingdon / Northampton / Shefford |
| <b>Hours:</b>  | Full Time (37 hours)                |
| <b>OVERALL PURPOSE OF THE JOB</b>  |                                     |
| <p>To provide high quality, legal administrative services for fee-earners and clients as part of a client focused team who demonstrate integrity and quality in all that they do.</p>  |                                     |
| <b>MAIN ACCOUNTABILITIES</b>   |                                     |
| <p><b>1. <u>Office Support</u></b></p> <ul style="list-style-type: none"> <li>• Provide a high quality support service to lawyers.</li> <li>• Assist in the delivery and development of the service, using IT systems to produce correspondence, forms, court documents, maps and plans, and other documentation as required.</li> <li>• Produce accurate, comprehensive and up-to-date legal documentation and court bundles to tight deadlines for use in court hearings and/or other legal processes.</li> <li>• Deliver an efficient and client focused service, by processing and responding to incoming communication (post, telephone, and email), taking messages, copying and distributing information as necessary.</li> <li>• Actively assist with progression of legal casework through administrative tasks, by monitoring files, creating reminders and initiating documentation as directed by fee-earners.</li> <li>• Manage any problems/situations which may arise, seeking assistance from colleagues when necessary.</li> <li>• Ensure an accurate, confidential and effective service by maintaining up-to-date filing systems (electronic), and security of information in accordance with the policies and procedures and relevant legislation.</li> <li>• Ensure accurate input of data particularly in the task of client/matter opening and archiving and indexing of deeds and documents, ensuring that all records are kept up-to-date.</li> </ul> |                                     |

- Actively contribute to and participate in the firm's retention of the Lexcel quality standard of legal practice management.
- Prepare documents for and maintain the shareholder Council's Sealing Register.

**2. Team Support**

- Co-ordinate diary management to ensure meetings are properly arranged and information recorded and distributed.
- Take and produce minutes of meetings when required.
- Contribute to the development of the service.
- Participate in team/service meetings.
- To buddy, train and support colleagues.
- Provide assistance and support to colleagues in relation to IT and other electronic equipment.
- Maintain and administer the Case Management System and associated databases as required.
- Work with colleagues to monitor work received and allocate appropriately.

**3. Role Specific**

- Ensure understanding of core business of Pathfinder Legal Services Limited
- Develop a sound knowledge of legal practice and terminology
- Recognise the need to work flexibly at all times and not be constrained by individual team member roles.
- Undertake other tasks and responsibilities as required to assist the delivery of services.
- Support the Principal Legal Assistant in other appropriate tasks as instructed.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

| PERSON SPECIFICATION |                 |                    |                                     |
|----------------------|-----------------|--------------------|-------------------------------------|
| <b>POSITION:</b>     | Legal Assistant | <b>REPORTS TO:</b> | Principal Legal Assistant           |
| <b>SERVICE:</b>      | Legal Admin     | <b>OFFICE:</b>     | Pathfinder Legal Services Ltd       |
| <b>GRADE:</b>        | A               | <b>LOCATION:</b>   | Huntingdon / Northampton / Shefford |

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

| QUALIFICATIONS  |   |
|---|---|
| <u>Essential</u> <ul style="list-style-type: none"> <li>GCSE grade A-C (or equivalent) in English and Mathematics</li> </ul>  | <u>Desirable</u> <ul style="list-style-type: none"> <li>NVQ level 2</li> <li>GNVQ</li> </ul>  |
| KNOWLEDGE AND EXPERIENCE  |   |
| <u>Essential</u> <ul style="list-style-type: none"> <li>Fully proficient at using IT systems with a good working knowledge of Microsoft Windows and Office Word, Outlook and Internet packages</li> <li>13 months - 2 years' experience in an admin, secretarial or customer service role</li> <li>Experience of office systems/procedures</li> <li>Understanding of requirement for confidentiality</li> </ul> | <u>Desirable</u> <ul style="list-style-type: none"> <li>Experience of Local Authority working</li> <li>Experience of working within the legal profession</li> <li>Working understanding of Microsoft Excel</li> </ul> |

## SKILLS

### Essential

- Numerate and literate
- Able to work on own initiative and as part of a team
- Able to work to tight deadlines
- Able to communicate effectively with others
- Able to utilise IT systems to deliver services
- Able to work flexibly to meet demands of service
- Able to work with others to deliver services
- Confident telephone manner
- Willingly accepts tasks normally undertaken at a lower level when required by team needs
- Able to manager own workload and self-allocate tasks
- Excellent customer service skills
- Willing to learn

### Desirable

- Commitment to continuous service development
- Committed to ongoing personal and role development
- Able to take comprehensive minutes of meetings

## EQUAL OPPORTUNITIES & HEALTH & SAFETY

### Essential

- Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs
- Ability to demonstrate a clear understanding of, and commitment to, health and safety