



HILLINGDON

LONDON

Job Profile

(non-management level)

JOB TITLE:	Legal Assistant Apprenticeship
GRADE:	Apprenticeship Scale Level 3
POST NUMBER:	Various
JOB TIER:	5 (non management)
DBS CHECK:	Standard
GROUP:	Administration
SERVICE:	Legal Service

REPORTING STRUCTURE

Reports to:	Legal Business Manager
Direct Reports:	Directly: None
Indirect Reports:	Indirectly: None

ROLE PURPOSE:

The Legal Assistant Apprentice will provide high quality, professional administrative support to the Legal Services Team, supporting the day to day operations, as well as maintaining the financial process and performance of the team. They will ensure that all administrative and office procedures are dealt with expeditiously and effectively.

The Legal Assistant Apprentice will assist with legal matters and transactions, use precedents and draft documents, using plain and succinct language and maintain sufficient legal knowledge to work effectively. They will have the opportunity to assist the specialist teams within Legal Services (these include Property, Education & Social Care and Planning & Corporate) with their legal work, which may include taking notes in meetings or court, drafting a variety of documents and carrying out relevant checks and research. Apprentices will be expected to act ethically and professionally at all times.

1. Resident and Community Contribution

- To demonstrate an understanding of the Council's Customer Care Standards and to ensure that these standards are met, in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be required to assist in the induction and training of peers.

3. Operational Service Delivery

- Provide high quality legal practice management support in the day to day operations entailed in maintaining the financial processes and performance of the Legal Services Team
- Carry out all clerical and administrative duties as required, including any other duties commensurate with the general level of the post.
- To open and close files, maintain archived files and operate all files in accordance with Lexcel
- Arrange for any special external post to be opened, distributed and sent either using the DX system, courier, fax or other postal service as required.
- Attend to visitors to Legal Services irrespective of whether they have arrived at the Civic Centre with an appointment.
- Undertake Land Registry searches and Company's House searches.
- Despatch copies of all appeal and other documents (such as legal agreements), as requested, both internally and externally.
- Maintain an awareness of the Council-wide policies such as Equal Opportunities, customer care and the Council's complaints procedure
- Prepare bundles and despatch, as instructed, Instructions to Counsel, prosecution papers and any other papers required in connection with Court proceedings.
- Support in the drafting of new Service Level Agreements (SLAs)
- Support the work of dedicated legal teams in line with service demand

4. Contacts

- Establish and maintain professional relations with others
- **Internal:** All Council staff up to and including Director level
- **External:** Employees from other local authorities, external auditors, suppliers, Courts and other organisations as appropriate

5. Additional Responsibilities

- Develop and maintain an understanding of the Council's Information Technology systems and use those relevant to the duties of the post.
- Attend court under supervision when requested.
- Undertake legal and factual research linking to both work and studies, and appropriately collate and present findings

Person Specification

Legal Assistant Apprentice

This person specification will be used for recruitment to Legal Apprentice vacancies in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	ESSENTIAL ✓	DESIRABLE ✓
Educated to at least GCSE Standard or equivalent	✓	
Grade C or above in Math and English at GCSE standard or equivalent <i>(If the above requirement cannot be met, you must demonstrate in your application the ability/willingness to complete Functional Skills English and/or Maths at the required level before the end point assessment)</i>	✓	
An equivalent or higher level qualification in the same professional area (legal/law) cannot be held.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
Demonstrable interest in developing a career in the legal field	✓	
Willingness to work and train simultaneously	✓	
Ability to undertake all required training	✓	
Able to work flexibly to meet the needs of the service including varying start and finish times as required	✓	
3. EXPERIENCE (describe)	ESSENTIAL ✓	DESIRABLE ✓
Experience of undertaking administrative work		✓
Experience of undertaking data entry processes		✓

Experience of working both individually and as part of a team	✓	
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL ✓	DESIRABLE ✓
Competent user of ICT including word, excel and email with the ability to learn new systems	✓	
Ability to communicate effectively both in writing and on the telephone, remaining polite at all times	✓	
Ability to organise and prioritise workloads, ability to meet deadlines and provide regular reports on progress	✓	
Ability to work quickly and maintain accuracy and attention to detail	✓	
Ability to seek guidance and support where needed	✓	
Sound awareness of confidentiality and GDPR		✓
5. COMPETENCES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Remains motivated, even when under pressure, to ensure that a high standard service to the customer is maintained.	✓	
Takes responsibility and delivers results Maintains focus when dealing with a variety of tasks or priorities, seeking early guidance and support when necessary, and responding to that guidance to ensure that daily tasks are completed.	✓	
Team working Makes a positive contribution to a team by listening to others, showing consideration to colleagues, working flexibly and proactively offering support and assistance to other team members and other teams.	✓	
Communication Able to answer standard queries from the public clearly and accurately, and draft clear and concise letters and or emails.	✓	

<p>Customer Care</p> <p>Identifies customer needs, providing solutions to these needs that take into account the diversity of customers.</p>	<p>✓</p>	
<p>Takes ownership of personal development</p> <p>Committed to reflecting on own performance, seeking and accepting constructive feedback and learning from own experiences.</p>	<p>✓</p>	