

<b>Job Title</b>	<b>Legal Specialist</b>
<b>Job Family</b>	<b>Specialist Services</b>
<b>Service Area</b>	<b>Support Services</b>
<b>Band</b>	<b>5 or 7 or 8</b>
<b>Job Reference</b>	

Reporting to:	Responsible for:
Functionally: Legal Services Manager Operationally: Senior Business Partner	None

## Team Purpose

A team of legal specialists providing professional support and advice to teams across the council, in order to support them in delivering the council's ambitions and improve performance. The team will undertake a range of functions including legal case work, case resolution, statutory compliance, and business support as well as manage projects that deliver organisational and corporate objectives. The team will manage demand by working proactively with internal customers.

## Role Purpose

A legal specialist, providing a professional legal service with the highest possible standards of compliance, advice, support and resolving complex requests and cases. Deliver organisational changes and legal developments across the council in line with the corporate strategy. Develop appropriate levels of legal knowledge within the Support Services Case Management teams.

## Key Accountabilities

- Support the provision of operational Legal advice and support to meet the Council's needs
- Support the provision of fit for purpose Legal policies, systems and processes
- Ensure effective case management that meets employee, service and organisational needs

### All levels;

- Ensure accurate, compliant and timely legal advice and support is provided to internal customers that supports the council's business needs.
- Support the provision of fit for purpose legal policies, systems and processes.
- Ensure statutory duties, policies, procedures and workflows for dealing with all Support Services requests are adhered to.
- Identify and manage risks within specialist area.
- Ensure strict confidentiality is maintained and data protection rules followed.
- Promote knowledge and understanding of case management processes and systems across the council.
- Identify improvements in customer and service provision.

**Level 1**

- Undertake straight forward cases that require good understanding of legal processes, regulations and legislation.
- Will refer to Senior Legal Specialist for advice and guidance on more complex cases.

**Level 2**

- Undertake more complex cases that will require very good understanding of legal processes, regulations and legislation.
- Ability to undertake projects and specific areas of work.
- Will only refer to Senior Legal Specialist on ad hoc, non-routine work/projects.

**Level 3**

- Attend committee meetings as the legal representative for the Council
- Advise Council members on legal matters to minimise and eliminate any risk to the Council
- Ability to use own initiative and apply specialist legal knowledge to complex cases with no support.
- Leading on projects and specific areas of work.

**Appointment and progression through grades will be based on the needs of the business.**

**Key Objectives**

Working with customers	Interacting and responding to internal customers through multiple channels. Working collaboratively with colleagues to improve customer service and highlight opportunities for empowering customers further. Able to assess issues to be resolved by Specialists / other teams. Building customer enabling opportunities.
Working towards the Corporate Plan	Understanding the Corporate Plan and how individual objectives support the delivery against the Corporate Plan.
Knowledge of services	Good understanding of the support services provided across the Council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Advanced skills in Support Services systems. Where appropriate updating legal policy on the intranet. . Managing the legal management systems that support the internal legal control mechanisms.

**Specific Tasks**

Case Management skills	Manage legal cases and requests, adhering to set timescales. Advising and referral of cases to Senior Legal Specialists, Business Partners and Case Management teams where necessary.
Team work and working with others	Working with other specialists, acting as a champion for legal and other specialist areas in Support Services, advising, educating and supporting knowledge transfer between specialisms, across Support Services. Working to ensure seamless service to internal customers.

Specific Tasks	
Enquiries, reports and service requests	Resolving legal cases through specialist knowledge and using developed communication techniques. Leading discussions with service leads (progression level only), carrying out research and collation of information. Writing and presenting reports regarding complex and contentious legal cases.
Processing and administration	Contributing to corporate project teams providing legal specialist advice and project management expertise. Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.
Strategy and policy	Recommending developments to council legal policies and contribute to the development of service strategy.

Qualifications
<p><b>Level 1:</b> Educated to Degree level or equivalent level of experience in Legal services. Working towards professional qualification.</p> <p><b>Level 2;</b> Qualified Lawyer.</p>

Knowledge, Skills and Experience
<p><b>All Levels</b> Good working knowledge of Legal working practices / Legal methodologies. Working knowledge of Legal developments and industry best practice. Experience of working in a Digital Service Delivery environment and in the development of the customer's digital journey.</p> <p><b>Level 1</b> Good working knowledge of legal practices and methodologies. Experience of providing expert legal advice (written and verbal) Working knowledge of legal developments and industry best practice. Experience of working with legal management systems.</p> <p><b>Level 2</b> Extensive experience and knowledge of legal practices and methodologies. Solid understanding of statutory and regulatory processes within local government. Ability to undertake legal project work. Ability to represent the council in formal legal proceedings.</p>

## Specialist Knowledge

Extensive knowledge in resolution of complex Legal issues  
Knowledge and experience of developing and delivering Legal training to staff and members.

<b>Signed (Job Holder):</b>		<b>Date:</b>
<b>Signed (Service Lead):</b>		<b>Date:</b>

## The Way We Work Framework

Central to the delivery of the role are the Council's values (Fairness, Ambition, Empowerment) and behaviours and all employees are expected to work within the Council's 'The Way We Work Framework.' These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Behaviours	Definition
Think Customer	Recognise and demonstrate an understanding that customers/partners and customer satisfaction are the foundations of the council's organisational success.
Think Colleague	Be willing to work as part of a team and work collectively towards achieving organisational goals
Think Different	Be willing to be adaptable and open to change, learning new things or take on new tasks as required. Display a 'can do' attitude
Take Pride	Recognise and celebrate your own success and those of your colleagues

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

## Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.