

# Job Profile

Position Details	
Post	Administrative Support Assistant
Service Area	Directorate/Business Unit/Service/Section/Team
Reports to	Team Leader
Grade	SC5
Job Family	

Role Purpose
<ol style="list-style-type: none"> <li><b>Administration Support</b> – delivering administrative support through core administrative and communication activities. Delivering all relevant filing activities.</li> <li><b>Client Support</b> – supporting clients and the business needs in a proactive manner across Haringey Legal Services – working collaboratively with team members to provide a responsive and professional support service to fee earners and clients.</li> <li><b>Document Production</b> –document processing from beginning to end, involving others as necessary</li> </ol>

Main Responsibilities
<ol style="list-style-type: none"> <li>To provide administrative support to Legal Services, to meet the specific requirements and processes of the service area including eg maintenance record systems, document production.</li> <li>To undertake typing/word processing from a variety of source material (including audio) as required, ensuring a high standard of quality is maintained, across a range of software packages including spreadsheets and databases.</li> <li>To edit and amend work as required and ensure that grammar, spelling and sentence construction are correct.</li> <li>To compile simple memoranda and letters as required.</li> <li>To operate office machinery - photocopier, fax machine, etc and collage/copy/prepare court bundles as necessary</li> <li>To deal with telephone and other enquiries, taking accurate messages where appropriate.</li> <li>To enter data for case management, time recording and other information technology systems.</li> <li>To create and update computer information in relation to individual and team caseloads, including the opening and closing of cases, as required.</li> <li>To assist in the maintenance of an adequate supply of stationery, office supplies and equipment and arrange repairs as necessary.</li> <li>To arrange appointments, maintain appointments diaries, liaising with staff of other</li> </ol>

departments as necessary. To inform all concerned of meetings and to arrange their attendance as required.

11. To maximise the use and effectiveness of information technology systems.

12. To contribute to covering the office between the hours of 08h00 and 18h00

#### Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<ul style="list-style-type: none"> <li>• At least 6 months solid experience in a busy and varied administrative role, supporting professional officers</li> </ul>	E
<ul style="list-style-type: none"> <li>• Knowledge and experience of office practice procedures and systems</li> </ul>	E
<ul style="list-style-type: none"> <li>• Able to produce lengthy documents using Visualfiles and/or other similar case management packages</li> </ul>	D
<ul style="list-style-type: none"> <li>• Ability and experience to contribute to and to work well within teams.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Good customer care skills and focus</li> </ul>	E
<ul style="list-style-type: none"> <li>• Ability to work objectively, calmly and efficiently under pressure with evidence of creative/innovative and participative problem solving</li> </ul>	E
<ul style="list-style-type: none"> <li>• Educated to A level standard grade A-C or equivalent including English and Math or equivalent work experience which demonstrates literacy, numeracy and capability to that</li> </ul>	E
<ul style="list-style-type: none"> <li>• Proficient in the use of Microsoft Office applications (Outlook, Word, Excel, Access and PowerPoint)</li> </ul>	E
<ul style="list-style-type: none"> <li>• Good typing speed with a good level of accuracy- able to manage own time effectively ensuring that deadlines and timescales are met while maintaining accuracy and attention to detail.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills</li> </ul>	E
<ul style="list-style-type: none"> <li>• Resilience and flexibility with ability to adapt to working in a changing environment</li> </ul>	E
<ul style="list-style-type: none"> <li>• Commitment to equalities in employment and service provision and</li> </ul>	E

understanding of the Council's policy on equalities and diversity	
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<b>Main Contacts &amp; Other Information</b>
<u>Main Contacts:</u> <ul style="list-style-type: none"><li>• Team Leader</li><li>• Legal Staff</li><li>• Clients</li><li>• Suppliers</li><li>• Courts</li></ul>

<b>Organisational Structure</b>
Please provide organisation structure chart.

## Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
✓				
Are the staff based at the same work location?				N/A
Will the post holder be responsible for contract / agency / project staff?				N/A

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	90%	Use of a computer.	Yes	70%
Audio typing.	Yes	5%	Crisis or conflict situations.		
Walking more than a mile.			Manual handling.	Yes	10%
Working alone or in isolation.			Working in confined spaces.		
Driving a car, van or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g. stooping, bending, reaching.	Yes	2%
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers or cranes.		
Regular and repetitive movements.			Working shifts / unsocial hours, nights.		
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.	Yes	70%

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.			Working at heights / on ladders, roof work.	Yes	2%
Teaching, or responsibility for, children.			Outdoor work involving extremes of temperature.		
Electrical hazards.			Control and restraint.		

<b>Resources – identify &amp; list personal and identifiable accountability for physical and financial resources including those of clients:</b>
N/A
<b>Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:</b>
Managing booking out of Oyster Cards.
<b>Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:</b>
N/A
<b>Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:</b>
N/A
<b>Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:</b>
Updating and entering information accurately on the Legal Services' case management system Visualfiles. This is to ensure accurate and complete records for the service at all times.
<b>Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:</b>
N/A