

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Business Support Officer
Salary:	£29,064 - £31,022 pa pro-rata
Grade:	GRD7
Hours:	25 per week. <i>We are open to discussions about flexible working.</i>
Team:	Legal Services
Service Area:	Practice Management
Primary Location:	County Hall, Oxford OX1 1ND. <i>Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process</i>
Budget responsibility:	None
Responsible to:	Legal Practice Manager
Responsible for:	None
Political Restricted Post:	No

Job Purpose

To deliver a high quality, comprehensive and professional practice management support service to Legal Services.

Working co-operatively, as part of a team, you will provide efficient and effective delivery of a wide range of planned and reactive administrative support services.

You will proactively liaise with colleagues to provide constant and consistent services, and provide cross-service cover and help to prevent excessive workload peaks.

Job Responsibilities

This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake.

1. Office Administration

- Act as a first point of contact for the service, including enquiries which may be emotive, distressing and complex in nature; assessing the nature and urgency of the call and responding or referring to senior officers as appropriate.
- Responsible for dealing with incoming communications (post, telephone, email, face-to-face) ensuring accurate message taking, copying/scanning and distribution of information and is acted on appropriately, accurately and in a timely manner
- To undertake a wide range of activities including word processing, photocopying, scanning, filing and circulating information, preparing presentation material, ensuring that all work is accurate and completed within agreed timescales and standards.
- To organise and prepare for meetings with multiple participants, including those from external agencies, and on occasion public/committee meetings.
- Provide ad-hoc support to lawyers and democratic service officers with regard to routine work appropriate to the post including drafting documents, correspondence and administrative work.
- Provide support to the Legal Practice Manager with regard to confidential and sensitive administrative matters.
- Monitor and work from the Legal Practice Management mailbox
- Organise appointments and telephone conferences, including booking appropriate meeting rooms
- Responsible for the appropriate archiving and retrieval of electronic a paper documents in line with the Council's retention policy.

2. Management Information

- Assist with collation of responses and update Legal Services performance reports
- Send out and support the recording of clients and customers feedback forms, including the gathering of complaints, compliments and feedback statistics,
- Monthly manipulate WIP reports and distribute to relevant officers.
- Assist the Deputy Practice Manager with the annual Service Level Agreement form

3. Case Management

- Provide basic training in relation to time recording, document creation and saving within Outlook and Iken.
- Open and close matters, and paper files (where appropriate).
- Monitor and record court fee and land registry charges, along with other disbursements in Iken.
- Identify issues and solutions to rectify.
- Assist with the upkeep of Iken templates and precedents.
- Run time and disbursement reports.

4. Financial Processes

- Responsible for setting up suppliers, process supplier invoices, monitoring and closing purchase orders
- Monitoring the Council's bank account for legal payments and code accordingly.
- Create customers and raise invoices via IBC and flag when overdue for payment.
- Support the monitoring of financial spend

5. Effective Legal Services

- To provide ad-hoc support to fee earners including admin, photocopying, and note taking where appropriate.
- To collect, record, compile and input data both manually and electronically, in order to maintain comprehensive, up to date electronic and paper (where required) filing and information systems, including providing management information for performance reporting purposes.
- Look up information to answer queries, including requests for statistical information from internal and external customers.

- To effectively communicate with internal and external customers, face-to-face, in writing and over the telephone, in line with council and service standards.
- Support the SEN function by creating Court Bundles in a timely manner and in accordance with relevant procedures
- Support with the administration of SLAs with internal and external clients
- To support recruitment activity including booking rooms, receiving candidates and administering tests.
- To be responsible for ensuring the management and archiving of key documents, ensuring processes are followed to ensure records are kept in accordance with the Council's retention schedule, Information Security Policies, Freedom of Information (FOI) and Data Protection Principles.
- To assist with the FOI and Data Protection Act process by collating the information necessary for the Council to respond in accordance with its published procedures and statutory timescales.
- Responsibility for maintaining and following standard procedures for own work and that of other colleagues in Legal Services in line with the Office Practice Manual, using specialist software including the Legal Services case management system (IKEN) and other software introduced from time to time.
- Set up, co-ordinate and minute team meetings and other meetings as required, ensure that all relevant papers, including agendas are circulated in advance to meet deadlines
- Sharing responsibility with other Practice Management staff for general administration and tasks relating to running of Legal Services and Democratic Services including the management of the IKEN system, ensuring compliance with Oxfordshire County Council's policies and procedures, professional conduct, and the Office Practice Manual
- Any other duties as may be deemed necessary to carry out the full remit of the role

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
Experience of working in a busy office environment ideally within a Local Authority setting and/or private Legal practice	A, I
Able to carry out research i.e. searching and selecting appropriate information as required	A, I
Experience of working with and processing confidential and/or sensitive information	A, I
Able to work without direct supervision and without the need to refer for guidance	A, I, T
To be able to analyse and interpret factual information to solve straightforward problems	A, I, T
To be able to communicate, in person and/or in writing, a variety of information to a range of people and be able to demonstrate tact/sensitivity when dealing with difficult situations	A, I, T
Ability to produce high quality, accurate work to deadlines, proactively co-ordinate and track matters.	A, I, T
Maintaining a calm and professional approach whilst working under pressure, competing demands and delivering to tight deadlines.	A, I, T
Work effectively as an individual and as a member of a team	A, I, T
Ability to work with staff at all levels within the Directorate, Council and other organisations	A, I, T
Experience of a range of office systems including the ability to use a keyboard with a high level of precision and speed	A, I, T
Ability to follow and work to standard office procedures	A, I, T
Ability to deal with clients in a proactive and responsive way, adhering to service and council standards	A, I, T
3 GCSE's or equivalent, including English and Maths	A, D
Flexible approach to contracted working hours in line with the service needs and delivery	A, I
Desirable Criteria	Assessed By:
Experience of legal and/or governance work	A, I

Experience of case management systems, outlook, excel, and redaction software.

A, I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)

<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

November 2024