

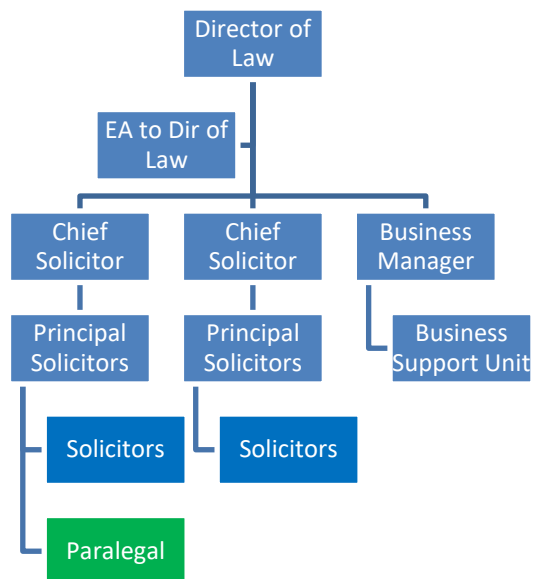
## JOB DESCRIPTION

|                           |                                     |
|---------------------------|-------------------------------------|
| <b>Job Title</b>          | Paralegal – Social Care & Education |
| <b>Department</b>         | Resources                           |
| <b>Section or Service</b> | Legal Services                      |
| <b>Grade</b>              | Band D                              |

### DESIGNATION:

|                                                       |                     |
|-------------------------------------------------------|---------------------|
| <b>Responsible to:</b>                                | Principal Solicitor |
| <b>Employees directly supervised (if applicable):</b> | None                |

### Family Tree



## **1. JOB PURPOSE:**

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The role is responsible for providing paralegal support to a team of lawyers, liaising with courts, suppliers and other legal practices.

- To do this the postholder is responsible for developing and maintaining efficient administrative systems to support their team, ensuring compliance to service and corporate processes, and procedures, focusing on compliance and continuous improvement.
- This role is the key liaison with the Legal Services Business Support team.

## **2. DESCRIPTION OF DUTIES:**

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**The role delivers a wide variety of activities including but not limited to:**

- Supporting solicitors in the conduct of cases, to include instructing experts, counsel and other suppliers on behalf of the team, raising purchase orders and receipting goods to ensure timely payment of suppliers and services.
- Organising diaries, scheduling meetings and responding to telephone queries.
- Writing first document drafts and proof-reading documents.
- Writing reports, conducting legal research.
- Analysing and inputting data, writing articles for internal or external circulation.
- Organising case files, attending court hearings, transcribing legal opinion and compiling court bundles.
- Preparing electronic court bundles, uploading to the digital courtroom.
- Clerking and delivering bundles and documents to courts, including the High Court.
- Liaising with the business support team to ensure actions are progressed in a timely fashion.
- Carrying out office administration, including billing and writing letters.
- Working with business support, training and onboarding new team members.
- Leading by example in the adoption and maintenance of compliant processes and procedures.
- Networking with clients and building valuable relationships.
- Recording time and matter information on the service's electronic time recording and case management system.
- As the postholder becomes more expert they may be expected to take notes, attend meetings and take the lead on non-contentious court matters under the supervision of a solicitor.

## SELECTION CRITERIA/PERSON SPECIFICATION

|                   |                                       |
|-------------------|---------------------------------------|
| <b>Job Title:</b> | Paralegal – Social Care and Education |
|-------------------|---------------------------------------|

### Conditions to Note:

#### Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

#### Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

#### Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A</b> | <b>Equal Opportunities</b><br>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>B</b> | <b>Qualifications</b><br><br><b>Essential:</b> L2 Diploma in Legal Studies / CILEx / law degree or equivalent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>C</b> | <b>Skills; Experience and Attitude</b><br><br><b>Essential:</b><br><br><i>A command of written and spoken English which is appropriate for the effective performance of the role</i> <ul style="list-style-type: none"> <li>• Experience in a similar office environment.</li> <li>• Ability to work in a fully digital environment.</li> <li>• Highly organised and detail focused.</li> <li>• Conscientious, friendly, and approachable.</li> <li>• Ability to work independently and as part of a high performing team.</li> <li>• Demonstrates a flexible, logical, and proactive attitude to problem solving.</li> <li>• Ability to negotiate and persuade to achieve efficient and timely delivery of service.</li> <li>• Commitment to continuous professional and personal development.</li> </ul> |

| Our Values & Behaviours |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D                       | <div><b>PUTTING COMMUNITIES FIRST</b></div> <ul style="list-style-type: none"> <li>• We put local people at the heart of decision making in everything we do.</li> <li>• We seek to include and involve: all voices matter.</li> <li>• We provide quality services that are responsive, effective and efficient.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>                                                                             |
| E                       | <div><b>RESPECT</b></div> <ul style="list-style-type: none"> <li>• We listen to everyone and value the personal experiences of people in our communities and of each other.</li> <li>• We adopt a fair and involving approach regardless of any way in which an individual is different to us.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul> |
| F                       | <div><b>INTEGRITY</b></div> <ul style="list-style-type: none"> <li>• We act with openness, honesty, compassion, responsibility and humility.</li> <li>• We let people know what we are doing and communicate why and how decisions have been made.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued</li> </ul>                                                                                                             |

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### WORKING TOGETHER

- We work together and in partnership with everyone that has an impact on the lives of our residents.
- We want to understand, learn from each other and continually adapt.

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.