

A Day in the Life.....

Grade 5 Business Support Officer – Legal

You will work as part of a small team of business support officers providing a wide range of administrative and business support to legal officers within the service.

The role often involves dealing with sensitive and confidential information and working to deadlines, particularly when preparing bundles of documents for use in court.

It is important that you are able to prioritise your workload effectively, work flexibly and communicate well with officers from within the service and also within the team.

The team has a daily rota for covering duty tasks and you will be included on this.

- The general duty officer is the first point of call for dealing with requests from officers and monitors the email account for urgent work requests for the team. On these days you will be required to work until 5pm to ensure a minimum level of cover is provided to the service.
- The bundle duty officer takes the lead on producing all bundles of documents required to be sent out to court that day. On these days you will need to start work by 9am to ensure you can prepare all the bundles in time for the courier deadline.

The role is varied, each day can be different, but a typical day could include:

- Creating and updating court bundles on the specialised software. This involves producing an electronic bundle and then either producing hardcopies to send to court or preparing for sending via electronic methods. A large proportion of your week will be spent creating and updating bundles.
- Arranging for a courier to take the bundles to court by the required deadline, if required.
- Hand-delivering bundles and documents to courts in Huddersfield, if required.
- Opening new legal files both electronically and physical.
- Updating information about cases on the legal software application.
- Closing and archiving legal files – including updating spreadsheets and sending or taking items to storage.
- Sending files to storage, retrieving files from storage and arranging destruction of files.
- Monitoring the team email account and dealing with queries.
- General admin tasks including copying discs, printing large documents, photocopying and scanning.
- Audio-typing or copy-typing emails, letters and other documents for the Heads of Legal - perhaps including the use of tables, numbering or track changes.
- Assisting with basic IT tasks such as Word, Excel or printer problems.
- Arranging meetings.
- Answering the legal reception phone.
- Invoice processing and ordering stationery on SAP.
- Assisting with the Council's sealing procedure and incoming/outgoing mail.