

**JOB FAMILIES ~ Organisational Support**  
**Job Title: Support Assistant (Career grade)**  
**Level descriptor – JG3**

Progression to the next level of the career grade will be dependent upon managerial assessment of competence and independent working. The post holder will be expected to demonstrate knowledge and understanding of the service area and court protocols, and accurate working.

<p><b>Role purpose:</b>          Required to carry out a range of activities working within detailed legal procedures to support the work of the legal professionals. Roles at this level will require a specific knowledge of duties performed and how these contribute to the service area.</p>	
<p><b>Typical activities</b></p> <p>To prepare legal documents accurately and to set timescales following templates and pro-formas used within the court system.</p> <p>Put together court bundles following guidelines and precedents as directed by legal officers, accurately and ensure they are dispatched to the correct recipients.</p> <p>Input and retrieve information into a variety of computer systems to track time spent on and progress of cases.</p> <p>Undertake diary management for court hearings and statutory deadlines in cases to ensure preparation is timely.</p> <p>Take queries from others and provide information to others or escalate as appropriate.</p> <p>Ensure compliance with requirements for confidentiality and security of information in the court work and preparation of cases.</p> <p>Communicate with colleagues and external agencies through verbal reports and record-keeping and/or activities completed in accordance with procedures and guidelines.</p> <p>Develop and maintain records and filing systems for the easy retrieval of information.</p>	<p><b>Knowledge, skills &amp; experience</b></p> <p>NVQ level 2 in literacy and numeracy</p> <p>NVQ level 2 units or equivalent practical work experience to achieve the qualification in skills relating to accurate confidential work..</p> <p>Practical work experience to give an understanding of the processes and practices required and support working in a range of independent settings.</p> <p>Awareness of the service area protocols and regulations</p> <p>Knowledge and understanding of safeguarding protocols and the threshold levels for service users groups.</p> <p>Ability to engage with service users, their carers and the general public</p>

Performance measures	Competencies
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• Assessment of safe work environment</li> <li>• impact evaluation of intervention/ activity</li> <li>• quality of records,</li> </ul> <p>Feedback from service users, colleagues and partner agencies  Key Performance Indicators (where available)  Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, contributes positively by sharing information and supports team consensus  <u>Outcome focused</u> ~ works without prompting and progresses tasks using initiative  <u>Problem Solving &amp; judgment</u> ~ identifies causes rather than just symptoms to inform solutions  <u>Planning &amp; Organising</u> ~ prioritises what is important in line with team &amp; service goals  <u>Business Awareness</u> ~ understands the role of others in relation to their impact on own role and recognises how decisions made in other areas can impact on their's.</p>

Suggested posts:

**JOB FAMILIES ~ Organisational Support**  
**Job title: Support Assistant (career grade)**  
**Level descriptor – JG4**

<p><b>Role purpose:</b>          Required to carry out a range of more complex activities working within existing procedures and routines with limited supervision. Roles at this level will require a broad knowledge and understanding of the work processes in the specific area of work . The post holder will resolve routine technical and process problems and queries, escalating the more complex to others.</p>	
<p><b>Typical activities</b></p> <p>Provide comprehensive support for a team of Legal Officers including the production of documents and records.</p> <p>To maintain records of cases and information on casework and administer processes to ensure it is accessible within a confidential system.</p> <p>To use and maintain equipment and systems required for the delivery of the service.</p> <p>Organise appropriate panels to hear School Appeals and clerk the hearings to provide an accurate record of proceedings and decisions.</p> <p>Follow up on actions from others necessary to progress cases within set timescales.</p> <p>Provide support across the areas of legal, democratic and election services as required to ensure effective operations.</p> <p>To contribute to the planning and delivery of a range of activities and services to achieve particular defined outcomes within the service area.</p> <p>Manage a process to ensure compliance with data protection requirements and the statutory timescales set by the courts.</p> <p>Assist in preparing reports / written findings for further action by others.</p> <p>Apply technical knowledge to develop, process and deliver a range of activities within an agreed framework.</p>	<p><b>Knowledge, skills &amp; experience</b></p> <p>NVQ level 2 in literacy and numeracy</p> <p>NVQ level 2 or 3 units of qualification or equivalent practical work experience to achieve the qualification in technical skills relating to the service area.</p> <p>Hold a qualification/license to operate specialist equipment required for service delivery where appropriate.</p> <p>Practical work experience to give a thorough understanding of the processes and practices required to ensure safe systems of work.</p> <p>Awareness and general understanding of the service area technical protocols, regulations and relevant legislation</p> <p>Ability to work and engage with the general public and colleagues</p>

Communicate with colleagues, other partner agencies and members of the local community through verbal reports and keeping records of site visits and technical activities completed in accordance with procedures and guidelines.	
<b>Performance measures</b>	<b>Competencies</b>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• Assessment of safe work environment</li> <li>• impact evaluation of activity or contact with customers</li> <li>• quality of records,</li> <li>• Achievement of appropriate level of qualification</li> </ul> <p>Feedback from colleagues and the general public  Key Performance Indicators (where available)  Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, contributes positively by sharing information and supports team consensus  <u>Outcome focused</u> ~ delivers customer focused services, responds quickly to customers' needs  <u>Problem Solving &amp; judgment</u> ~ confident in making decisions within guidelines  <u>Planning &amp; Organising</u> ~ prioritises what is important in line with team &amp; service goals  <u>Business Awareness</u> ~ understands the role of others in relation to the impact on own role and recognises how decisions made in other areas can impact on their's.</p>

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