

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

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

Role Details

Job Title:	Commercial & Practice Officer	JEID	R0262
Salary Grade:	G		
Team:	Legal Services - Commercial & Practice Management		
Service Area:	Legal & Democratic		
Primary Location:	Shire Hall		
Political Restriction	This position is not politically restricted.		
Responsible to:	Delivery Lead Commercial & Practice Management		
Responsible for:	N/A		

Role Purpose

Legal Services' Commercial & Practice Team provide a broad range of activities to support the effective administration of Legal Services.

Commercial & Practice Officer requires a diverse range of skills to be able to fulfil the purpose of the position which is to:

1. Provide first line systems support to Legal Services staff for including Visualfiles, PDFDocs, Egress, MS 365 integration, remote working.
2. Training and development of guidance for Visualfiles and associated applications.
3. Provide support for the development and administration of Visualfiles, including:
 - a. System Administration
 - b. Design of workflows
 - c. Development of document templates
 - d. Minor systems development work (workflows, pdfdocs templates, screens)
 - e. Systems testing
4. Liaise with ICT / Visualfiles supplier to resolve complex problems.

5. Undertake Financial Administration support including: Processing of all invoices and disbursements, maintenance of control spreadsheets and provision of financial reports.

The Strategy and Commissioning Manager Legal & Democratic or his/her nominated representative may revise the work undertaken by the post holder after discussion with him/her and he/she must be prepared to change and develop his/her role to suit the needs of the service.

Role Responsibilities

Systems Support

- Provide 1st line ICT support to Fee Earners for Visualfiles and associated applications, including working remotely. Investigating and overcoming problems within area of expertise and administration rights.
- Liaises with ICT & Visualfiles supplier to resolve more complex problems.
- Systems administration including the maintenance of users, entities and other system parameters.
- Visualfiles systems housekeeping. Running reports and liaising with Fee Earners to ensure files are opened, closed and otherwise maintained in accordance with procedures.
- Development of Visualfiles standard documents and forms
- Supports the development of Visualfiles by undertaking specification of changes to the application, liaison with developers, testing of systems and reports.
- Undertakes minor Visualfiles systems development
- Provide advice and support to Legal Services staff on systems e.g. PC's, software applications, connectivity, smartphones, data security, etc.
- Supports the development of ICT (software & hardware), to maximise its use, enhancing efficiency and quality of service provision.

Finance

- Process invoices:
 - Agresso input, supplier maintenance, purchase orders, in accordance with procedures and controls.
 - Visualfiles input, supplier maintenance, disbursements, in accordance with procedures and controls
- Reconciliation and control of disbursement cost centres and income.
- Handle enquiries from internal customers, external customers, fee earners and Finance.
- Have an awareness of WCC's financial procedures and controls, Finance and Contract Standing Orders.
- Support Legal Services billing, liaising with fee earners to ensure that all time is recorded, and invoices are produced in timely manner.
- Development and production of reports / spreadsheets to support the management and control of Legal Services.
- Process ad-hoc payments via BACS, CHAPs, Cheque & Imprest as required.
- Liaise with finance regarding end of period, end of year information and reconciliations produced.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Relevant experience in a similar role	A
NVQ Level 3 / A levels or equivalent in relevant subject	A / D
Excellent ICT skills	A / I
Experience of providing 1 st line systems support and systems administration.	A / I
To have a broad range of practical and procedural knowledge of office, finance and systems administration (preferably in legal office)	A / I
Good literacy and numeracy skills	A
The ability to use own initiative to respond independently to difficult problems and unexpected situations.	A / I
The ability to independently interpret and analyse varied and complex information.	A / I
The ability to organise own workload and decide priorities.	A / I
The ability to work under pressure including meeting deadlines and dealing with interruptions.	A / I
Experience of handling and processing computerised information.	A / I
Ability to use keyboard with skill & precision	A / I
Experience of a range of office systems and hardware, including the ability to coach others in the use of such systems.	A / I
Familiar with financial procedures and systems of control	A / I
To be able to communicate, in person and/or in writing, a variety of information to a range of people.	A / I
Experience in the use of and support of a legal case management system (Visualfiles) and associated applications (Egress, Outlook, PDFDocs, etc.)	A / I

Desirable Criteria

Assessed By:

Experience in developing Excel spreadsheets	A / I
Experience in the use of a financial systems (Agresso)	A / I
Experience of development of Visualfiles (workflows, documents, screens)	A / I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

	Provision of personal care on a regular basis		Driving HGV or LGV for work
	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects		Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
	Working at height/ using ladders on a regular/ repetitive basis		Restricted postural change – prolonged sitting
	Lone working on a regular basis		Restricted postural change – prolonged standing
	Night work		Regular/repetitive bending/ squatting/ kneeling/crouching
	Rotating shift work		Manual cleaning/ domestic duties
	Working on/ or near a road		Regular work outdoors
X	Significant use of computers (display screen equipment)		Work with vulnerable children or vulnerable adults
	Undertaking repetitive tasks		Working with challenging behaviours

	Continual telephone use (call centres)		Regular work with skin irritants/ allergens
	Work requiring hearing protection (exposure to noise above action levels)		Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
	Work requiring respirators or masks		Work with vibrating tools/ machinery
	Work involving food handling		Work with waste, refuse
	Potential exposure to blood or bodily fluids		Face-to-face contact with members of the public
	Other (please specify):		