

JOB DESCRIPTION

JOB DETAILS	
Job Title	Legal Services Administrator
Reports to	Head of Legal Services
Band	3
Department/Directorate	Legal Services / Governance

JOB PURPOSE
To provide an efficient and effective, high quality administrative and clerical service to the Legal Services team. The post holder will be responsible for their own workload, supporting the smooth running of the service through efficient administration, co-ordination of activities including updating/closing claims files, electronically filing, setting up meetings, raising all financial requisitions, ad-hoc reporting requests, liaison with external and internal multi-disciplinary teams. The post holder will also be responsible for supporting colleagues in the collation of suitable evidence, documentation or statements as required and will act as the primary key point of contact for all routine enquiries and emails into the Legal Service and provide guidance to colleagues on administrative systems and process.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider healthcare community, external organisations, including Solicitors, Coroner's office, local authorities and the public. This will include verbal, written and electronic media. Other key tasks include: • Responsibility for organising and compiling agendas • updating actions/task lists • taking and distributing minutes of the monthly Legal Services Team meetings The post holder will work independently, with a high level of autonomy and with minimal supervision. The post holder will be required to use their initiative to resolve non-routine issues, manage and be accountable for their own workload and priorities, whilst ensuring compliance with internal procedures.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Legal Services Administration

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public, this will include verbal, written and electronic media.

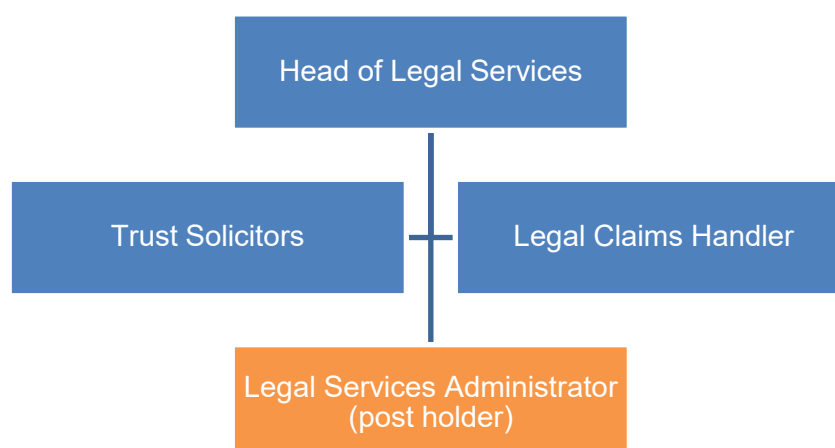
Of particular importance are working relationships with:

Internal	External
• Clinical and Non-Clinical Staff • Trust Care Groups • Safety & Quality Improvement Managers	• Patients/carers/Litigants in Person • Coroner's services • NHS Resolution

- Complaints and PALS Teams
- Finance & Procurement Teams
- Information Governance Team
- Caldicott Guardian

- Panel Solicitors
- External Patient/Public Groups
- Members of the Trust
- Unions
- Devon County Council
- Other local NHS Trusts
- Health and Social Care Senior Stakeholders from System-wide Organisations
- Institutional Stakeholders
- Regulators
- Representatives from Professional Bodies
- External Supplier Organisations
- Commercial Providers and Contractors
- Independent Sector Providers

ORGANISATIONAL CHART



FREEDOM TO ACT

To work independently to defined Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available Solicitor or Case Handler. The post holder will organise and manage their own workload.

The post holder is required to contribute feedback from their own perspective during quality assurance checks of legal data within Datix. For example, inform the Head of Legal Services of any trends occurring.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's standards of customer care. The post holder is required to courteously and efficiently receive enquiries, communicate appropriately and effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.

The post holder will exchange and communicate confidential, complex, sensitive and/or contentious information with internal (Trust staff/teams) and external stakeholders.

The post holder will work to tight timescales, often beyond their direct control, requiring effective negotiation and coordination with senior colleagues. This will involve securing agreement and cooperation to set response deadlines, ensuring that documents and statements are submitted to the relevant courts (including Civil, Coroner and Family) within regulated timescales, while adapting communication style appropriately for different audiences.

The post holder will also exchange information with staff on a variety of departmental matters and procedures, communicate complicated and sensitive information to staff from other departments, external contacts using appropriate secure transferring of such data through Egress, iManage and secure NHSR DTS systems.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

ANALYTICAL/JUDGEMENTAL SKILLS

Judgements involving facts or situations, some requiring analysis. Prioritising and triaging routine and urgent issues/matters for appropriate communication, escalation and resolution. This will include resolving routine problems with regard to case management files, financial matters and continuation of the legal services and highlighting and escalating any issues including diary conflicts to the most appropriate member of the team.

Actively engage in discussions to develop and maintain administration systems and processes (i.e bespoke finance and risk management systems). Identify and appropriately escalate any risks to the Head of Legal Services/Line Manager or the most appropriate member of the team.

The post holder triages and prioritises competing demands within own individual workload and that of managing the Legal Services Team shared inbox to ensure legal matters are appropriately managed compliant to internal processes/external legislation timescales to ensure complex and sensitive queries are resolved effectively. For example, ensure new claims are triaged based on any linked incident and complaint investigations including consideration for any limitation issues/concerns; urgently escalate receipt of any new or existing formal proceedings or allegations against the Trust; all new Inquests and Family Court matters and urgent legal advice requests required under demanding and pressured deadlines.

PLANNING/ORGANISATIONAL SKILLS

The post holder will organise their own day to day activities and tasks and allocate work to staff as appropriate.

The post holder will plan and organise a range of complex activities where there are interdependencies and conflicts (e.g. Court deadlines, fast track Inquests, workload challenges, Trust and legislative processes). Due to the tight timescales that are often beyond their own control and subject to the outcomes of negotiation with senior managers and clinicians, these can often necessitate the adjustment of plans and deadlines at short notice.

Plan and organise routine activities to completion/resolution. Manages own diary. Arranges meetings on a regular basis on behalf of the Trust Solicitors including Team meetings, Local Resolution meetings, Conferences, Summit meetings, Coroner's Inquest Hearings and pre-meetings with Inquest Witnesses prior to Hearing. On a daily basis, actively coordinates and chases clinicians for inquest statements, ensuring they are completed, quality-checked by the Trust Solicitors, and submitted to the Coroner within the required legislative timescales once they are approved by Trust Solicitors. Maintains accurate file management, record keeping systems, diarising and action planning for individual cases to ensure the files are progressing in accordance with bespoke timescales. Escalates

delays appropriately to support compliance with legal processes to protect the Trust's position.

The post holder supports patient-safety learning in the provision of ad-hoc reports and data requests to Care Groups and maintaining up to date legal files ensuring the accuracy and reliability of data for Care Group dashboard.

The post holder is responsible for the administrative elements of obtaining and receiving the Record of Inquest (ROI) through quarterly auditing processes, ensuring accurate records are received from the Coroner's office, validation and reporting of data is updated within Datix, closed down and the outcome shared with the relevant clinicians and/or teams.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with staff/clients/litigants in person by email, phone or face to face and will provide non-medical information and advice where appropriate.

POLICY/SERVICE DEVELOPMENT

The post holder will follow Trust policies and participate in policy and service development. The post holder will propose changes and implement administration policies, produce standing operating procedures and working practices for own area and wider Legal Services team.

The post holder supports service development by helping to streamline administrative and legal processes, contributing to audits and procedure updates, and assisting with quality improvement initiatives.

Continuously reviews and improves administrative processes, implementing changes to working practices where required including managing the production and distribution of team Standard Operating Procedures.

Contribute to special projects, as delegated by Head of Legal Services.

FINANCIAL/PHYSICAL RESOURCES

To monitor and maintain stock levels of stationery, order and receive deliveries and report maintenance faults.

To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

Responsible for inputting invoices, generating requisitions for authorisation, receipt goods/services and uploading to claims file upon completion.

Maintain current Trust finance systems/upgrades creating and providing user guides for wider team use.

Acts as a source of administrative expertise within the team providing advice and guidance to internal colleagues. Provision of support and training where required, to new starters/members of the admin team.

HUMAN RESOURCES

Maintain and update own training relevant to post. Taking an active part in own annual appraisal and the development review of own work suggesting areas for learning and development in the coming year.

Demonstrates duties to temporary external placements and/or students (i.e project search and work

experience) allocates and checks work in accordance with Trust local induction.

INFORMATION RESOURCES

Advanced IT skills. Daily and significant use of IT programmes relevant to the work area to produce documents and ad-hoc reports and extracts data; be responsible for the effective inputting, storing and maintenance of information within Datix risk management system.

The post holder uses a range of IT and legal case management systems, including Datix, NHSR Extranet, DTS & CaseHub, Unit4, EPIC, CRIS, SharePoint, Adobe Pro and HR platforms. Responsibilities include extracting, analysing, and reporting data upon request for Trustwide ad-hoc reports or relevant information to assist the purposes of the requestor (external and internal).

Responsible for data quality and integrity as a specialist system user for relevant Trustwide Information/data systems. Responsible for maintaining existing files and setting up new files on Datix ensuring files are linked to other Datix modules where appropriate.

Upon request, access, redact and prepare documents for disclosures using appropriate specialised redaction software.

Maintains accurate electronic records on a daily basis. Updates, maintains and audits the storage and retention of existing and archived paper files ensuring destruction of files is undertaken in accordance with local and national retention guidance and legislation.

The post holder is required to ensure compliance with general information governance and GDPR regulations.

RESEARCH AND DEVELOPMENT

The post holder will comply with Trust requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

The post holder will have advanced keyboard skills to operate a range of computer software.

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods during the day.

MENTAL EFFORT

The work pattern is unpredictable, with frequent interruption to the high level of concentration required for the Legal Services administration workstreams.

The post holder will be expected to provide cover for other administration staff during busy periods, including cover due to sickness absence and annual/other leave.

EMOTIONAL EFFORT

Regular exposure and indirect exposure to distressing or emotional circumstances when reviewing new matters, administration assistance and data entry and producing documentation to support clinical and non-clinical injury matters in addition to circumstances of patient/public death and adult and safeguarding related matters.

Sensitively managing conversations, correspondence and setting deadlines with clinicians involved in providing Inquest Statements.

WORKING CONDITIONS

Use display screen equipment for substantial proportion of working day.

Long periods of concentration required.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Legal Services Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience	E	
RSA III or equivalent level of skill gained through experience or alternative qualification	E	
Additional relevant administration knowledge acquired through further experience	E	
KNOWLEDGE/SKILLS		
Excellent standard of written and verbal communication skills in all forms (face to face, telephone, email, letter)	E	
Ability to manage own workload and progress the workload of others, ability to delegate tasks	E	
Advanced Microsoft Package skills, able to edit and format documents and resolve formatting and secure transfer issues.	E	
Knowledge and experience of Trust Databases.		D
Medical Terminology		D
Legal Terminology		D
EXPERIENCE		
Significant proven administrative experience within customer care environment or similar	E	
Proven experience in working under difficult circumstances in a highly pressured environment.	E	
Demonstrates an active contribution to service development		D
Previous NHS/Social Services experience	E	

PERSONAL ATTRIBUTES		
Demonstrates a highly motivated, proactive approach with a strong ability to follow tasks through to completion with accuracy and attention to detail.	E	
Ability to work independently, within minimal supervision	E	
Ability to demonstrate empathy and diplomacy with a calm and caring approach	E	
Professional interpersonal/communication skills	E	
Proven experience of adaptability in the workplace	E	
Ability to self motivate and encourage others to motivate	E	
A flexible and positive approach to work	E	
Able to prioritise own workload and meet deadlines	E	
Excellent organisational skills	E	
Ability to work as part of a team	E	
Remain calm and professional under pressure	E	
Adhere to data protection and confidentiality requirements	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y	X			