



JOB TITLE: Legal Practice Administrative Officer

Job Ref: REQ250070

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Department Summary

Loughborough University is a top ten University in every major league table. From our Green Flag award winning east midlands campus and our London campus on the former Olympic Park, the University is enjoying a time of unprecedented achievement.

Loughborough University's ambition is to maintain its status as a world leading Higher Education institution across teaching, research and innovation activities. This does not mean it is standing still. To support this ambition, the University's Legal Services team provides high quality, pragmatic and commercially focussed legal support.

As part of the Vice-Chancellor's Office, the Legal Services team is a key part of the University's professional support. The Legal Services team works closely with academics, other services and key partners, contributing to significant corporate projects, supporting Loughborough's sporting activities and working with colleagues on the development of our significant campus. The successful candidate will be in a position to help build the Legal Services team's reputation as a trusted and valued part of the University.

Equity, Diversity and Inclusion (EDI) Services offers expertise to Schools and Services across the University to drive the institution toward becoming a more equitable, diverse, and inclusive place. Our team works in a data-driven, anti-discriminatory way that identifies and prioritises activities to remove systemic inequities, associated with protected characteristics and marginalised groups. We strive to build engagement and curiosity for EDI by creating opportunities for learning, leading to personal and professional growth. We work closely with colleagues in contact with people from protected and marginalised groups enabling them to provide anti-discriminatory support embedding EDI in all University business so that EDI work is expected, recognised, and rewarded as the norm.

The Legal Services team is proud to have been Highly Commended in the Law Society Excellence in Law Awards 2021, the Association of University Legal Practitioners Awards 2024 and finalists in the LexisNexis Legal Awards 2022 and Loughborough University Vice Chancellor's Awards 2023.

Job Description

Job Grade: Administrative Services Grade 4

Job Purpose

Reporting to the Senior Solicitor (Contracts and IP) to work within the Legal Services team to provide support for:

- Legal Practice Operations
- General Administration
- Business Administration

The role holder will also provide some General and Business Administration to the EDI Services Team, also within the extended Vice Chancellor's Office. It is anticipated that the role holder will spend time co-located with both teams, according to business need.

Job Duties

Legal Practice Operations

- To be the main point of contact for new enquiries into Legal Services via telephone, email and in person. To respond to enquiries, giving guidance to and signposting staff, students and external parties as appropriate in a timely and effective manner. To work independently and use own initiative when dealing with unexpected problems and urgent issues, referring more complex problems to the wider Legal Services team.
- To be responsible for maintaining and updating the Legal Services' Standard Operating Procedures, soft and hard copy records and Microsoft Teams environment, including file openings on the team's case management system.
- To prepare monthly and quarterly financial and management data reports and dashboards for Legal Services and EDI Services, liaising with other professional services where required.
- In conjunction with relevant colleagues, to be responsible for organising internal and external events, training and visitor agendas. This includes the preparation and communication of relevant publicity and paperwork associated with these activities, and participation in them as needed. The collation of feedback and survey data may also be required.
- To carry out general administration, data maintenance updates and report generation using the relevant database or system, utilising an in-depth knowledge of the team's case management software and general IT systems.
- To provide an administrative perspective to file and process reviews, within the case management system, and make recommendations for continuous improvement.
- To develop and maintain a strong working relationship with University colleagues and external stakeholders as appropriate and to liaise appropriately with those in other Professional Services in order to carry out required roles and responsibilities.

Business Administration

- To be responsible for purchasing of up to £500 in value via Purchase Order and Purchase Card, raising invoice requests and BACS transfer requests, car hire and making travel and accommodation arrangements for external stakeholders as appropriate.
- To develop a strong working relationship with colleagues in Professional Services, in particular, in central HR and Finance and Purchasing Offices, to ensure that all internal Office processes and procedures reflect and comply with University policy.
- To assist Vice Chancellor's Office colleagues in HR procedures and processes, including taking responsibility for activities involving the HR on-line system such as recruitment and sickness reporting as required.
- To undertake specific induction duties for new staff members, which may include IT enquiries, Health and Safety awareness and workplace requirements, as required.

General Administration

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with professional and academic staff, but will also include external organisations.
- To undertake general clerical duties such as photocopying, filing, binding and laminating of documents. By undertaking such duties and responsibilities which are commensurate with the grade and the nature of the post.
- To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the line manager.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

It is expected that the post holder will undertake appropriate duties, commensurate with the grading of the post.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others, and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the university's Health, Safety and Environmental Policy and Procedures.

All staff should hold a duty and commitment to observing the university's Equity and Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity and Diversity legislation and university policies/procedures.

Successful completion of probation will be dependent on attendance at the university's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Senior Solicitor (Contracts and IP)

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Interview

Essential Criteria

Area	Essential	Stage	
Experience	Previous experience of working in a busy office environment	1,2	
	Experience within a customer-focused environment	1,2	
	Experience of establishing and maintaining accurate electronic records.	1,2	
	Experience of working individually and as part of a team.	1,2	
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,2	
	Able to work under pressure and keep to deadlines.	1,2	
	Able to plan, prioritise and work independently with minimal supervision.	1,2	
	Excellent interpersonal, organisational, oral and written communication skills.	1,2	
	Able to deal with a variety of people in a professional manner	1,2	
	Able to work with accuracy and attention to detail.	1,2	
	Able to maintain confidentiality.	1,2	
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2	
	Training	Demonstrate evidence of having undertaken further training.	1,2
		Adopt new procedures as and when required.	1,2
Qualifications	Educated to A level or equivalent or have significant experience in a relevant role.	1	
	GCSE Grade C or equivalent in English and Mathematics	1	

Desirable Criteria

Area	Desirable	Stage
Experience	Experience within a Higher Education or Legal setting	1,2

	Experience of Loughborough University administrative procedures	1,2
	Experience of Loughborough specific systems and procedures e.g. Iken Case Management System	1,2
Skills and abilities	Skills using relevant Loughborough University IT systems e.g. iTRENT, Agresso,	1,2
	Understanding and knowledge of relevant legislation e.g. Data Protection Act, Freedom of Information etc.	1,2
	Understanding of the Equality Act and a working knowledge of EDI principles and practices	2
	Able to take Minutes.	1,2
Qualifications	Business administration or legal sector qualifications	1

Conditions of Service

The position is PART TIME 0.5 FTE and OPEN-ENDED. Salary will be on Administrative Services Grade 4 £24,600 to £28,081 pro-rata at a starting salary to be confirmed on offer of appointment. Exact working pattern to be agreed when an offer of employment has been made.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure--page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>[information---page.html](http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html)

In addition, the university is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>