



Role Profile

Legal Support Officer
Legal Services

Role Profile: Legal Support Officer	Role Profile Number: SBC_12421
Directorate: Legal Services	Reporting to: Legal Practice Manager
Grade: CFL 4	Date Prepared: September 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

Reporting to the Practice Manager, you will provide a professional and accurate administrative and business support service to the legal team. Attention to detail and working in a methodical and organized manner is essential for this role. You will be able to prioritise the order of the tasks required to meet the timescales and satisfaction of the Legal Team and maintain a high level of discretion when dealing with the sensitive and confidential nature of the work. If you are interested in being a team player and an integral part of our service delivery then this is the role for you.

Key responsibilities and accountabilities:

- Provide administrative and business support in order to ensure the legal team can provide legal services to the council and meet statutory and court deadlines, in accordance with requirements set out by the Chief legal officer.
- Prepare court bundles and deliver documentation to the Courts
- Use of case management system, creating new cases, using the various functions of the system and undertake legal work by utilising workflows.
- Raise invoices, submit invoices for payments, process cheques and update the PBA account.
- Scan, merge and converting documentation
- Obtaining police disclosure
- Organising process server or couriers for delivery of court documentation
- Support solicitors with obtaining timescales for expert reports, preparing client letters, instructing Counsel and filing documents
- Diary management
- Using the court portal to download/upload orders and documents in relation to matters
- Undertake other Legal support tasks as detailed in the Legal Support Assistant description

Professional

- Developing and maintaining effective relationships and communication with internal and/or external service users. This includes internal and external solicitors, social workers, court and police staff

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
Minimum of 2 GCSE including Maths & English Grade 4 or above	E
Knowledge and Experience:	
Knowledge of case management systems	D
Understanding of Legal processes and court proceedings	D
Experience in providing administrative support (preferably in working in a legal environment)	E
Aptitudes, Skills and Competencies:	
Ability to work in a high pressured environment	E
Excellent communication skills	E
Demonstrating commitment to supporting practice management delivery	E
Working to set systems and processes	D
Good organisation skills and working in a positive and proactive manner	E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

