Job description

Job title: Legal Support Assistant
Level: Manchester Level 6
Directorate: Fitness to Practise
Section: Legal
Location: Manchester
Reporting to: Legal Support Team Coordinator

Job purpose
To provide efficient and timely administrative support to the GMC Legal Team.

Main responsibilities

Administrative support to Fitness to Practise casework

1. Providing support to Legal Advisers and Paralegals in the timely progressing of cases allocated to them by the LST Coordinator. This includes creating and printing bundles of evidence.

2. Redacting sensitive information from large volumes of documents and preparing bundles, including producing accurate indexes.

3. Liaison with witnesses to make arrangements for travel and accommodation and answering of other queries they may have.

4. Making arrangements for witnesses and the Tribunal to provide video evidence from remote locations.

5. Making travel and accommodation bookings for GMC Legal Team colleagues.

6. Providing support to ongoing hearings including late changes to the witness timetable and dealing with any evidence received during the hearing.

7. Managing case documents including accurate copying and scanning of documents, enclosures and briefs.
Administrative support to the Legal Team

8 Attending the High Court to lodge and collect applications and court orders.

9 Answering telephone enquiries from the public, doctors’ representatives and other professional bodies and making detailed telephone notes.

10 Booking rooms for meetings, ordering appropriate catering and booking video/telephone conferencing.

11 Audio typing of legal documents and memoranda.

12 Liaison with document services and Facilities departments with regard to Legal Team printing, copying and office requirements.

13 Creating and updating computerised records and documents accurately and promptly, including daily use of the GMC bespoke database and file correspondence and update records.

14 Filing of documents and administrative support for GMC Legal including archiving documents.

15 Contributing to the management of the stationary supplied for GMC Legal and to ensure adequate supplies are available at the hearing centre and in the office.

16 Processing invoices through Agresso system and liaising with Finance and external stakeholders in the event that queries arise.

17 Any other reasonable duties as may be assigned from time to time.

August 2019
Key skills

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Key skill 1 – technical knowledge and skills

a Effective use of IT systems. MSWord, MS Excel and Outlook are widely used. The postholder must have good working knowledge of electronic diary management.

b The post holder must have the ability to understand the work of the team in order to deal with the work and with general enquiries in a logical and sensible way.

c The ability to work within established policies and procedures.

d To have an understanding of the Data Protection Act and the importance of maintaining confidentiality at all times.

Key skill 2 – communications skills

e The postholder will produce standard letters and prepare documents, therefore high standards of accuracy and presentation are required.

Key skill 3 – interpersonal skills

f The post holder will liaise with a wide range of people including counsel members, lawyers, doctors, colleagues and the public. It is therefore essential that he or she has excellent interpersonal skills. This must include the ability to deal effectively with a variety of enquiries, both on the telephone and face to face.

g The ability to establish credibility and maintain good working relationships with customers and colleagues at all levels. The post holder will be expected to establish and maintain good working relationships within the department, as well
as with colleagues throughout the GMC. Commitment to high customer service standards will be important.

**h** The ability to work constructively as part of a team or individually, on personal

**i** To demonstrate excellent customer service in all interactions with internal and external stakeholders.

**Key skill 4 – organisation skills**

**j** The ability to prioritise workloads effectively and deal calmly with conflicting and changing priorities without losing sight of departmental deadlines.

**Key skill 5 – innovation and problem solving skills**

**k** To be able to use innovation to suggest improvements to both individual and team processes.

**l** To participate fully and constructively in discussions about departmental and organisational change.

*August 2019*
### Terms and conditions

**Job title:** Legal Support Assistant  
**Level:** Manchester Level 6  
**Directorate:** Fitness to Practise  
**Section:** Legal  
**Location:** Manchester  
**Reporting to:** Legal Support Team Coordinator

The following terms and conditions apply to this post.

### Salary band

£17,405 to £21,216 with an exceptional maximum of £24,478. This is the salary band for the role and the successful candidate will move through this band whilst in the role. We look to appoint successful candidates towards the bottom of the salary band.

### Annual leave

25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

### Pension

Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be eligible. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.
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<tr>
<th><strong>Other benefits</strong></th>
<th>Private medical insurance with AXA PPP. Employee assistance programme with AXA ICAS.</th>
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<tr>
<td><strong>Hours of work</strong></td>
<td>35 hours a week, 9:00 to 17:00, Monday to Friday.</td>
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<td><strong>Location</strong></td>
<td>3 Hardman Street, Manchester. Some travel to other locations will be required.</td>
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