

## Job description

**Title:** Legal Assistant  
**Reports to:** Legal Services Practice Manager  
**Location:** Sale  
**Grade:** 7  
**Salary:** £24,276 per annum  
**Contract:** Permanent

## Purpose

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As a Legal Assistant, you will be welcomed into a dynamic and inclusive Legal Services Practice Management team providing a high-quality administrative support service to the General Counsel, Senior Lawyers and Lawyers across the IOPC offices. The IOPC is on a journey to develop its culture, perspectives and ethos to support the organisation's core outcomes and this is your opportunity to enter into the varied world of IOPC Strategy and Corporate Services, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

### **KEY RELATIONSHIPS**

The post holder will work closely with the Practice Manager and Legal Assistant(s) to provide support to the Lawyers in both their regional office and the wider Legal Team across all IOPC offices.

# Organisational context

**Our mission** is improving policing by independent oversight of police complaints, holding police to account and ensuring learning effects change

**So that** everyone is able to have trust and confidence in the police

## Our strategic objectives:

People know about the complaints system and are confident to use it

The complaints system delivers evidence-based, fair outcomes which hold police to account

Our evidence and influence improves policing

An organisation that delivers high performance

We work in the context of our agreed values which inform the way we do things at the IOPC. The Legal Assistant will need to be committed to managing in the context of these values.



### Seeking truth

We feel privileged to be the custodians of the police complaints system. We value the trust of the public and police and commit to being just and fair in uncovering the truth. We recognise that a just outcome relies on being unbiased and transparent in getting to the truth of what happened.



### Being inclusive

We have an inclusive culture. We are fair and impartial in our treatment of all individuals. We work across boundaries, both internal and external, collaborating and building strong relationships.



### Empowering people

We believe everyone should be a leader and play a part in shaping the direction of the organisation. We provide a supportive and challenging environment where people can thrive and reach their potential. We trust our people to do the right things. We encourage calculated risk taking and evidence-based decision making. Where genuine mistakes are made, we will support people and identify opportunities for learning and improvement. We ensure that people can make complaints without experiencing unfair treatment.



### Being tenacious

Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



### Making a difference

The value of our work is not defined solely by volume, but by the impact our work has on policing and public confidence. We define quality by how well our work meets the service user needs. We will focus our efforts on areas that will make a difference to our communities.

The IOPC is committed to **promoting equality and valuing diversity** in everything we do. Our vision is to be, and to be seen as, a leader in inclusive employment and services, demonstrating this ethos in everything that we do.

- As a silver standard Stonewall employer, we continue to commit ourselves to being a LGBTQ+ employer through the work of our Pride LGBTQ+ Staff Network, creating welcoming environments for lesbian, gay, bi and queer people.
- We are pleased to share we are a signatory of the Business in the Community Race at Work Charter. The Charter is composed of five [calls to action](#) for leaders and organisations across all sectors.
- Being a Disability Confident employer, the IOPC is dedicated to removing the barrier for disabled people to thrive in the workplace.
- Our Staff Networks are constantly working to make the IOPC the leaders of inclusive employment, from our Allyship Programme to [Welsh Language Standards](#) and Know the Line Policy, we are constantly seeking new ways to create an environment for all to develop and thrive.



## Main duties and responsibilities

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- To provide high quality support services which support Legal Services as a whole and meet the needs of individual lawyers.
- To undertake archiving of the Legal paper files.
- To implement new systems, processes and ways of working and to contribute to the development and implementation of service plans, initiatives and projects.
- To maintain the Legal Services case management system, Tricostar, including the production of performance reports.
- To accurately collate and index bundles of documents, both in hard copy and electronically including for Court hearings and Misconduct Hearings
- Diary management for staff in Legal Services to include arranging meetings, booking venues, arranging catering, booking travel and accommodation etc.
- To deliver documents to Courts, Chambers and other offices.
- To create agendas for monthly team meetings and take the minutes of these meetings.
- To maintain and update where necessary the Legal Library and loose leaf books and manuals.
- To undertake basic financial tasks such as processing invoices and purchase orders, expenses for payment and cheque requests.
- Any other duties commensurate with the duties and grade of the post that may from time to time be directed.

# Person specification

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## Essential

- A good range of general administrative experience.
- High degree of organisational ability and attention to detail
- Self-starter, able to work unsupervised and on own initiative with the ability to prioritise and multi-task
- Excellent written and oral communication skills
- Excellent interpersonal skills, including tact, discretion and liaising with representatives from external organisations
- Good time management with the ability to evaluate competing priorities
- Demonstrable experience of team working ability
- Good IT skills, especially in relation to Microsoft Office products
- Ability to interrogate existing databases to produce management statistics.
- Able to travel to other IOPC venues and external organisations when required including occasional overnight stays.

## Desirable

- A good knowledge of legal processes either through training or practical experience.

## Reasonable adjustments

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used. We are open to providing you with the tools you need to succeed, from extra time to formatting changes, to name a mere few. If you require any reasonable adjustments to our recruitment process, please email [humanresources@policeconduct.gov.uk](mailto:humanresources@policeconduct.gov.uk)

## Working conditions

Making the IOPC a great place to work is one of our key priorities. We are pleased to offer a unique hybrid working model based on business needs, balanced with the needs of our colleagues. Our business need framework guides our decisions about when it is best to work onsite (in our offices or other appropriate locations) to complete tasks most effectively or when to work remotely, offering colleagues flexibility to work where they feel most productive and supporting work-life balance. The model also encourages staff to feel welcome at the IOPC by ensuring we have opportunities to work face-to-face as teams.

## Preparation checklist

- ☐ Review the full job description
- ☐ Review the behaviours and the descriptors for each behaviour
- ☐ Review the Strengths dictionary
- ☐ Review the IOPC values
- ☐ Consider your Strengths (if applicable)
- ☐ Consider drafting example answers that cover the specific elements
- ☐ Prepare some questions to ask the interviewers