

Legal Administrator

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What's it all about

Working within our Legal Services team and reporting to the solicitors leading key workstreams, you will provide a detail-focused, efficient, and high-quality administrative service that supports all areas of the Legal Services function

How you'll make a difference

You will provide essential administrative and operational support to the in-house Legal Team at Notting Hill Genesis, helping to ensure the smooth and efficient delivery of key legal workstreams.

You will manage and coordinate the team's shared inboxes, taking ownership of triaging and directing enquiries to the appropriate lawyer or workflow so that matters can be progressed without delay. You will also be responsible for accurately recording, tracking, and monitoring incoming instructions and referrals, enabling the team to maintain clear oversight of legal demand and workload.

Working closely with colleagues across the Legal Team, you will handle sensitive information professionally and maintain strict confidentiality at all times. You will take a calm, organised, and impartial approach to your work, supporting the team in resolving issues efficiently and ensuring a reliable, high-quality administrative service.

How you'll do it

- Monitor incoming legal referrals received through Workwise, post, or email, ensuring all matters are promptly logged and directed to the correct solicitor for allocation within the team
- Assess and identify referrals requiring prioritisation or escalation, using sound judgement to ensure urgent or high-risk issues reach the appropriate solicitor without delay.
- Work with colleagues across the business to ensure all legal referrals are complete, requesting and collating any missing or outstanding information before matters are allocated to the legal team.

- Maintain accurate records of all legal referrals, ensuring internal systems are updated so the team has full oversight of workflow and demand.
- Monitor and keep organised team inboxes, ensuring that they are regularly monitored and updated.
- Support the team with writing and publishing articles for internal communication channels.
- Support the team to create publicity materials for internal and external audiences.
- Work with the team and other stakeholders to update team webpages and load information onto internal databases.
- Prepare and organise court bundles and arrange posting.
- Manage the processing of payments for legal fees, disbursements, and other costs through the finance system, acting as a central point of support for the team. Provide guidance to colleagues on raising payment requests and ensure all payments are submitted accurately and promptly.
- Organise meetings and events as required for the team and wider department, including drafting agendas, booking rooms and refreshments, collecting visitors and taking minutes and writing up notes.
- Process invoices and raise purchase orders accurately, demonstrating proficiency in financial transactions.
- Attend external events and meetings as required to provide administrative and operational support.
- Follow policy and procedures to maintain the compliance of the team including GDPR requirements with recording personal data.
- Foster a collaborative and supportive environment through effective communication and teamwork with a can-do attitude

All about you

Our values

We succeed together

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at staff level.

Essential knowledge, experience and skills

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

- Demonstrated ability to deliver full administrative support.
- Proficiency in processing invoices, raising purchase orders, and contributing to financial accuracy within administrative processes.
- Strong understanding of the importance of confidentiality, with the ability to approach issues in a sensitive, compliant, responsive, and transparent manner.
- Excellent verbal and written communication skills, with the ability to adapt communication styles for different audiences.

- Exceptional organisational and time management skills, working flexibly to ensure work is delivered within deadlines.
- Good problem-solving skills, addressing issues promptly and effectively and an ability to work independently when needed.
- Ability to validate information showing attention to detail when presenting data to audiences.
- Ability to work as part of a team and interacting effectively with colleagues at different business levels.
- Proficiency in the full Office 365 suite of software.