

Legal Administrator

Basic information

Band: F

Job family: Business Services

Terms: Permanent

Location: Cheltenham

Reports to: Head of Legal/General Counsel

Team: Legal & Compliance

Business unit: Finance & Corporate Services



Role purpose:

To provide administrative support within the Legal and Compliance Team to deliver, facilitate and maintain the efficient and excellent provision of legal services to all parts of the UCAS business.

Key duties and responsibilities:

- Contract management – to include:
 - helping the business to execute contracts correctly
 - filing of original hardcopy contracts, and scanning soft copies
 - managing the register of contracts for complete record of all contracts held by Legal
 - inputting all relevant information about the contracts
 - proactively taking steps on timely renewals by notifying the relevant parties of impending renewals
 - helping to set up and managing a contract management system
- Manage legal inbox and work allocation – to include:
 - following an approved triage process of distributing work to appropriate team members
 - setting target times according to the prioritisation matrix
 - setting high standards of customer experience and service by responding to customers' queries promptly and keeping them informed of progress of work

- logging the work into the legal work log for management reporting purposes
- Management reporting – to include coordinating the Legal Team’s input for monthly management boards, developing management reports on contract management and KPIs.
- Legal risk management – to include maintaining and updating the legal risks register, and working with the team to monitor and control such risks by executing appropriate actions and training.
- Equality impact assessments programme – to include setting up meetings, updating EIA timetable, chasing people for completion of EIAs, sending out actions after workshops and reviews, and following up on delivery.
- General administration – for example, typing and formatting of legal contracts, preparing presentations, arranging travel, accommodation and completing forms for expenses claims, helping to set up meetings and team events.
- Insurance administration – dealing with all insurance queries, renewals and claims.
- Financial management – to include raising purchase orders for legal expenditure, obtaining and tracking accruals, cross-checking invoices to ensure payment is made, and generally assisting with any financial queries.
- Continually improve and update legal content on intranet, so it is engaging, useful and interactive for internal users of legal services.
- Coordination of training and know-how – organising all legal events and training, preparing presentations and slides (e.g. PowerPoint), booking venues, organising internal communications, and marketing of training events to optimise attendance and developing know how materials.
- Deal with administration of legal team meetings – preparing agendas, taking minutes and tracking actions to ensure progress and completion by the team.
- Act as the Salesforce champion for the legal team – to record all relevant legal interactions (particularly if the new contract management system will integrate with Salesforce), and open and monitor support cases.
- To follow procedures to ensure that tasks are undertaken in a consistent and effective manner. To actively suggest improvements to the procedures to make continuous improvements.
- To alert the Head of Legal and team to any problems which could result in delay or difficulties in the work flow management, and to propose solutions to those problems to enable the team to maintain high standards of customer service.
- To undertake any other tasks reasonably allocated by the team for the successful delivery of legal services.

Accountabilities:

Financial authorities:

- None.

Primary customers/stakeholders:

- **Internal** – Head of Legal and the legal team, UCAS and UCAS Media business.
- **External** – any contact with third parties including suppliers, customers, any business and government organisations and external legal advisers.

Person specification:

- Previous experience in an administrative role, along with excellent customer service skills would be essential, with prior legal experience being an advantage.
- Good working knowledge of IT equipment and software packages – in particular, Power Point, Microsoft Excel and Word.
- Confidence and creative flair in developing PowerPoint presentations and training materials would be desirable.
- Experience of Salesforce CRM system and contract management system would be useful.
- Good written and oral communications skills, excellent telephone and email handling skills.
- High level of accuracy and attention to detail.
- Ability to work as part of a team and recognise the needs of others and their demanding workloads, to achieve deadlines and outcomes together, and be flexible and adaptable in approach to change.
- Always be professional with a positive attitude and ability to be proactive and use initiative to resolve queries and provide solutions to identified problems.
- English Language at GCSE grade C or above, or equivalent.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.