

THE CHILDREN’S AUTHORITY OF TRINIDAD AND TOBAGO
JOB DESCRIPTION – SENIOR LEGAL SECRETARY

Job Title: Senior Legal Secretary
Department: Legal Services
Section: Legal and Regulatory Services
Reports to: Legal Services Manager
Contract Term: One Year

JOB SUMMARY

The **Senior Legal Secretary** performs specialized, complex and confidential secretarial work, and provides office management and administrative support necessary in keeping the Legal Services Section operating efficiently and effectively. The incumbent provides a range of support services that includes handling busy calendars and schedules, ensuring conferencing and telephone communications are efficient and timely, drafting presentations, maintaining large volumes of filing and documentation, procurement, billing and many aspects of office operations.

KEY RESPONSIBILITIES AND DUTIES

- i. Manages and oversees the day-to-day operations of the office of the Legal Services Manager and the Legal Services Section, ensuring that the delivery of services to the Authority and its stakeholders is of the highest quality.
- ii. Co-ordinates all office activities and schedules, and recommends and develops office procedures and systems to ensure that the Legal Services office operates in an efficient and effective manner.
- iii. Operates as the first point of contact for the Legal Services Section, receiving visitors and telephone calls, personally handling requests for routine information and appointments, preparing first draft responses to letters, emails, general correspondence and reports on routine matters for approval by the relevant team member, and completing final copy for signature and transmission to the relevant parties.
- iv. Conserves the legal services team’s time by reading, researching, reviewing, verifying, and routing correspondence, reports and legal documents; drafting letters and documents; collecting and analyzing information; initiating telecommunications contact; organizing client conferences, and attorney meetings.

- v. Organises and co-ordinates the Legal Services Manager's calendar of events, as well as the Section's case management calendar by planning, scheduling and facilitating appointments and meetings ensuring the effective use of the manager's and legal associates' time, advising parties in a timely manner, and preparing documents, papers and information in advance.
- vi. Attends meetings, takes minutes, transcribes documents, copies and prepares packages, as required to ensure that meetings run smoothly.
- vii. Coordinates case preparation with the manager and the legal associates, including gathering information and locating important files, and assists them in timely filing of documents, court orders, appeals and motions for cases.
- viii. Monitors and follows up on work assigned to staff members of the Legal Services Section, on behalf of the Legal Services Manager for the purpose of meeting target dates and achieving goals in compliance with the Authority's policies and established guidelines.
- ix. Works closely with the Records Administrator to develop and maintain hard copy and electronic filing systems of correspondence, case management documents, reports, circulars, confidential matters, and any other relevant/pertinent records in a manner that allows for easy and accurate filing, storage, archiving and retrieval.
- x. Maintains stationery and office supplies inventory for the office of the Legal Services Section by checking stock to determine inventory level, anticipating needed supplies, expeditiously placing orders and verifying receipt of supplies.
- xi. Oversees and co-ordinates the arrangement of travel schedules and reservations for the staff members of the Legal Services Section, as needed.
- xii. Ensures the efficient operation of equipment by completing preventive maintenance requirements, and requesting repairs, as needed.
- xiii. Enhances the Legal Services Section's reputation by accepting ownership for accomplishing new and different requests; and exploring opportunities to add value to the services offered by the section.
- xiv. Handles confidential and sensitive matters in a discrete manner, and keeps all information effectively secured.

MINIMUM QUALIFICATIONS AND EXPERIENCE

- An Association of Professional Secretaries (APS) qualification or equivalent qualification from a recognized tertiary level institution.
- A minimum of five (5) years' working in a legal environment, with at least three (3) years' experience working closely with senior management. In a senior secretarial/administrative position.
- Any other equivalent combination of training and experience will be considered.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- High level of confidentiality and integrity
- Strong organisational skills and ability to multi-task, prioritise and meet deadlines in a fast-paced environment.
- Knowledge of legal practices and terminology.
- Ability to prepare legal correspondence and documents.
- Ability to organise and maintain files and records.
- Demonstrated expertise in office management policies, practices and procedures.
- Sound knowledge of telephone call management, techniques and protocols.
- Knowledge of procedures for filing court documents.
- Superior attention to detail.
- Must be able to obtain, analyze and evaluate a variety of information; organize, interpret and present it in a meaningful oral or written form.
- Ability to read and interpret technical documents.
- Demonstrable interest in children, their needs and rights.
- Sound knowledge of administrative management tools, techniques and systems.
- Ability to work independently, as well as collaborate effectively with different groups toward achieving common goals.
- Proven skill and proficiency in the composition and preparation of letters, memoranda, emails, minutes and reports.
- Excellent customer service orientation, and ability to deal with the public in an effective and courteous manner.
- Ability to build trust, credibility and effective working relationships with all levels of staff within the Children's Authority, and with external stakeholders.
- Must demonstrate tact, diplomacy, mature judgement and creative problem-solving skills.
- Excellent interpersonal, team spirit and communications skills (oral and written).
- Excellent presentation creation skills.
- Demonstrated competence in calendar management

- Ability to listen and ascertain the needs of customers, find and communicate accurate information concerning process, policies and procedures to customers, and respond to customers tactfully and courteously.
- Competent in computer usage and the Microsoft Office Suite of programmes (including Word, Excel, Power Point and Outlook).
