



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: Legal Administrative Assistant

Department: Legal Services

Reports to: Senior Legal Officer

Key relationships: Legal team

Hours: 2 x 35 hours per week

(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: I

London Weighting: As applicable

Location: London UK HQ/Birmingham office

JOB PURPOSE

The role of the Legal Administrative Support Assistant is to support the Legal department in the delivery of support to our members.

The purpose of this role is to offer internal team support to legal colleagues and the wider legal department in delivering administrative processes. This will include administrative duties as delegated to the post holder in support of the delivery of member and RCN services.

KEY RESPONSIBILITIES

1. Specific role responsibilities

- 1.1 Organise and book travel and accommodation for members, staff and other contacts
- 1.2 Query when travel and accommodation requests are unclear

- 1.3 Record and file travel and accommodation bookings electronically using Outlook and Excel and other software
- 1.4 Communicate with colleagues and members/counsel to arrange and book meetings
- 1.5 Take notes of meetings and action points and type these up into a professional format
- 1.6 Follow departmental ways of working including following processes around shared email inbox management
- 1.7 Keeping filing up to date and ensuring quality control in respect of filing and case management
- 1.8 File opening and closing
- 1.9 Sort and distribute incoming post and deal with outgoing post
- 1.10 Carry out printing, photocopying, scanning and faxing
- 1.11 Answer telephone calls for the team, colleagues who are out of office, taking messages
- 1.12 Order stationery in accordance with the stationery orders that are sent to you by colleagues
- 1.13 Meet and greet visitors to the RCN and cover door entry system
- 1.14 To carry out any other reasonable work deemed appropriate to the role of the Legal Administrative Assistant
- 1.15 At all times strive to deliver excellent customer service to our members and all internal and external customers. Using Outlook and other software, follow RCN Customer Service Standards for email signatures, out of office responses and voicemail
- 1.16 Every employee will co-operate in maintaining safe and healthy working environments by complying with RCN Health and Safety Policy and subsidiary policies and procedures relevant to their work activities

2. Additional responsibilities

- 2.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter
- 2.2 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement
- 2.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times

- 2.4 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies
- 2.5 Post-holders will work collaboratively with other appropriate parts of the RCN to provide a seamless service for RCN Members
- 2.6 Act with diplomacy and discretion to safeguard confidential and commercially sensitive information at all times
- 2.7 Undertake any other duties as requested in line with the job role

Job description updated by:
Vanessa Charlton, Senior Legal Officer
February 2025