

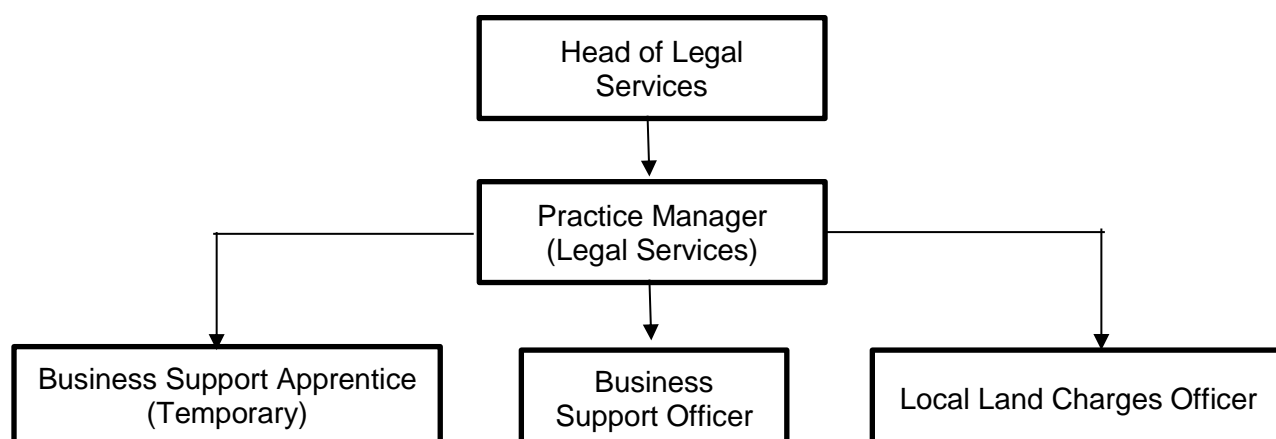
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Resources
SECTION:	Legal Services
LOCATION:	Number One Riverside
Job Title:	Practice Manager (Legal Services)
Grade:	8
Accountable to:	Head of Legal Services
Accountable for:	Business Support Officer, Local Land Charges Officer & Business Support Apprentice (Temporary)
Hours of Duty:	37 per week, worked in accordance with the Service's Work Life Balance Scheme
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATION CHART



PURPOSE AND OBJECTIVES OF THE JOB

To be responsible for the provision of business support services to Legal Services including the Head of Service

CONTROL OF RESOURCES

Personnel

To be responsible for the day-to-day management of the Administrative Team within Legal Services.

To direct and support members of the Administrative Team as necessary providing training and supervision as required including some responsibility for overseeing the work of the Apprentice.

Financial

To assist the Head of Legal in monitoring the budget.

Equipment/Materials

To be responsible for the furniture and equipment used in relation to the work of the post holder.

Health/Safety/Welfare

Responsible for the health, safety and welfare of self and others in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal:- Senior Management and staff within Legal Services and other Council Services

Members of the Council

External:- Offices of other Local Authorities, Public Bodies and Government Departments and Agencies

Members of the Public

Lawyers in private practice.

Responsibilities

The post holder must -

- (i) Perform their duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service and high level of customer care is provided.

Values and Behaviours

Approach the job at all times using the values set out below:

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. To ensure delivery of robust business support to Legal Services, in particular the provision of administrative support.
2. To ensure that Legal Services systems are efficiently provided and properly maintained and are compliant with service policies and procedures.
3. To establish, maintain and monitor effective Business Support systems that are sufficiently flexible to respond to the demand of legal services and the Council.
4. To undertake the role of Systems champion, ensuring robust system administration processes are implemented and processes and workflows are documented and recorded for future use.
5. To liaise with IT and to be the first point of contact for corporate projects/coordinate relevant activities e.g. Windows 10 upgrade and transformation.
6. To support the Head of Legal Services in the management and monitoring of the resources and budget.
7. To assist with the continuous review, improvement and monitoring of service level agreements and other contracts and with the implementation of customer service procedures and systems.
8. To support client liaison and to work collaboratively within Legal Services to ensure the delivery of a high quality service within the Council, partner organisations and schools.
9. To act as the system administrator for any case management system and to build up a thorough electronic library of resources surrounding the administration of the system
10. To contribute to the business planning processes of Legal Services and participate in the setting and monitoring of targets within the performance management framework.
11. To liaise and work with the managers within Legal Services regarding administrative policies and procedures, business continuity and risk management.

12. To be responsible for delivering internal training to users of the legal system, both as a group and individually as required and to assist and advise users on the technology available in particular Visualfiles or any other case management system
13. To support in the recruitment, retention and management of staff within the Administrative Team including performance management to ensure high levels of productivity, service delivery and client satisfaction.
14. To conduct internal health and safety risk assessments for Legal Services.
15. To provide Management information as part of the performance assessment and management framework for the Legal Service.
16. To provide accurate and timely statistical information and reports to meet statutory requirements.
17. To support and contribute to the Auditing and Quality Assurance programme of cases within the legal service, assisting the Legal Services Managers where required.
18. To oversee the collation, analysis and validation of the data relating to service activity and to ensure the data quality and accuracy of all periodic management reports.
19. To ensure the efficient flow of communications and information between service areas where required.
20. To assist with the project to acquire Lexcel accreditation for the Legal Service.

Secondary Duties

1. To liaise with the Head of Legal Services and the Legal Management Team with regard to continual improvement and revision of practices within the Legal Service.
2. To prepare regular reports and deal with relevant correspondence/communications concerning the work of the Legal Team
3. To participate in in-service training programmes as a trainer or trainee as required.

To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Head of the Legal Service (or representative nominated by them) in consultation with the post holder.

Job Description prepared by	_____	Date
Agreed by post holder	_____	Date
Supervisor	_____	Date
Service Director	_____	Date

**Rochdale Borough Council
Person Specification**

Service :	Legal Service	Post:	Practice Manager (Legal Services)
Section :	Legal Service	Post Number :	
Job Ref:		Grade:	8

Note to Applicants:

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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Criteria	Essential (E)	How Identified: AF Application Form I Interview A Assessment
Qualification and Experience		
Experience of establishing/implementing systems and procedures	E	AF/I
Experience of managing and administering IT systems	E	AF/I
Experience of managing and supervising staff in administrative functions	E	AF/I
Experience of managing and operating specialist legal IT applications in daily work	D	AF/I
Experience of key issues affecting delivery of service from the perspective of the legal service	D	AF/I
Skills and Knowledge		
Ability to prioritise work and allocate workloads to support a legal service	E	AF/I
Ability to communicate effectively, both orally and in writing with staff at all levels and with members of the public	E	AF/I
Ability to collate, monitor and analyse to prepare reports	E	AF/I
An understanding of Lexcel accreditation and the processes required to achieve it	D	AF/I
Behaviours and Values		
<p>Approach the job at all times using the values set out below</p> <ul style="list-style-type: none"> • Proud • Passionate • Pioneering and Open <p>Be aware of and apply these behaviours at all times.</p>	E	Application Form and Interview