



JOB DESCRIPTION

JOB TITLE:	Practice Manager
DEPARTMENT:	Legal Services
GRADE:	Band 8
RESPONSIBLE TO:	Head of Legal Services
RESPONSIBLE FOR:	Business Support Officer and Land Charges Manager

Main Purpose of the Job:

To facilitate the day to day operation of the legal service, supervising support staff, developing and implementing office initiatives and assuring that the office remains compliant with all relevant regulations. The post holder will report case workflow activity to enable the head of legal to ensure an efficient delivery of service. The post holder is responsible for the management of the land charges service.

Main Duties:

1. Manage and develop the provision of all support functions across Legal Services in the areas of Finance, Information Systems and Resources.
2. Manage and develop the provision of effective business processes e.g. Service Reviews, Business Plans, Trading Agreements, Resource Planning, Risk Management, Quality Assurance, Communications Strategy, and Customer Care Strategy.
3. Provide strategic support to the Head of Legal Services on departmental, corporate and external initiatives affecting the Legal Services function.
4. Manage and develop Quality Assurance processes to achieve and maintain external accreditation.

5. To implement corporate and service strategies and policies within Legal Services and ensure they are effectively monitored and managed taking appropriate supportive action where required using performance management techniques
6. To manage all the support functions across Legal Services in order to achieve departmental objectives
7. To ensure the delivery of customer service excellence in line with agreed policies and strategies by monitoring and supporting staff.
8. To lead and be accountable for specific business enhancing/ improving projects
9. To collaborate, work and negotiate with partners in order to embed and develop service
10. To generate and analyse statistical returns / management information in order to identify trends and to assist the Head of Legal Services and Principal Solicitors to accurately plan workforce management in the most effective manner
11. To analyse and report to the Head of Legal Services and Principal Solicitors with regard to caseload workflow
12. To supervise the activities performed in all work units within an office, including office management, implementation of procedures, case management and processing, records
13. To assist in the development and implementation of policies within the office.
14. To develop operating procedures, forms and systems using the case management system
15. To manage and maintain the case management system, attend User Group meetings and provide feedback to the Supplier and the Team on any changes and/or upgrades
16. To plan, develop and facilitate changes in procedures, forms and practices, work flows, personnel assignments, and equipment.
17. To produce reports for the Head of Legal Services and Principal Solicitors on a regular basis monitoring the accuracy, completeness, and timeliness of case processing activities within all of major work units of the office.
18. To manage, review and develop information and record systems across the department, acting as lead officer on document storage and retention, working within corporate policies and statutory guidelines
19. To serve as a point of contact for information concerning the activities of the office and to be capable of responding to all inquiries within established guidelines.

20. To manage the land charges manager and ensure the land charges function is delivered effectively.
21. To assist in the maintenance of the office budget.
22. To supervise and or perform special projects as required.
23. Any other duties that may be required from time to time by management that is commensurate with the grade

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Confidentiality

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.

Date prepared/revised: December 2018

Prepared/revised by: Peter Forrester



PERSON SPECIFICATION

JOB TITLE: Practice Manager

DEPARTMENT: Legal Services

GRADE: Band 8

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
Degree in relevant discipline or equivalent	A/I
2. Experience	
<ul style="list-style-type: none"> • Demonstrable experience of managing support functions gained by extensive experience in a variety of organisations either public and private sector • Demonstrable experience in managing budgets • Knowledge and experience of managing Quality and Performance Systems (• Experience of developing and implementing policies/procedures 	A/I
3. Knowledge	
Thorough understanding of how to plan and manage information resources	A/I
Ability to project manage complex tasks	A/I
Good knowledge of business processes	A/I

4. Skills & Abilities	
<ul style="list-style-type: none"> • Good analytical skills • Sound organisational skills, including ability to prioritise work and meet deadlines • Excellent, clear and concise communication skills, both oral and written • Ability to produce detailed and accurate work with minimum supervision • Ability and willingness to work effectively as part of a team • Ability to communicate with others at all levels (both internal and external) • Ability to maintain confidentiality where appropriate • Is committed to working within a customer focused environment 	A/I

STAGE TWO: Will only be used in the event of a large number of applicants meeting the minimum essential requirements

ADDITIONAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
2. Experience	
<ul style="list-style-type: none"> • Experience of managing a legal case management system • Experience in a legal services department or firm 	
3. Knowledge	
<ul style="list-style-type: none"> • Experience of a local government legal environment • Experience in using relevant IT systems via Windows Applications 	
4. Skills & Abilities	

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,

P = Presentation, **T** = Test, **AC** = Assessment centre

Date prepared/revised: December 2018

Prepared/revised by: Peter Forrester