Team Leader (Practice Management and Legal Business Team)  
Grade 11

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

Staffordshire Legal Services is a support service within the Corporate Services Directorate. It provides quality services, within resources, promoting Staffordshire County Council’s pursuit of excellence.

Staffordshire Legal Services also provides services to a range of external clients which are effective, customer friendly and provide value for money.

We endeavour to deliver by taking into account our customer commitments, our values and our individual targets.

Reporting Relationships

Responsible to: Legal Services Manager

Responsible for: **The Legal Business Team Office Manager (G10)**

The Legal Business Team

Key Accountabilities:

1. To develop, implement and embed a Legal Business Support vision to ensure Legal Services can reach strategic, operational and financial business objectives.
2. To lead on the planning of management, workflows and resourcing for the Legal Business Team via effective management and supervision of the Business Team Manager (Legal).
3. To lead on the development and implementation of the systems for Legal Services’ selling and shared services agendas.
4. To play a pivotal role in Legal Services’ marketing and selling services.
5. Play a key role in business development with new and existing clients.
6. From time to time lead on Legal Services projects, restructures, systems improvements, training and development events and to ensure Legal Services vision is cascaded through same.
7. Network / attendance at / liaison with appropriate business groups, such as Heads of Legal Services meeting, Business Managers Special Interest Group and Performance Officer groups (including benchmarking) and any other relevant meetings pertaining to quality standards internally / externally, and business development opportunities. To provide active support to Legal Services Operational Management Team (OMT).
8. Overseeing the Legal Business Team budget in conjunction with the Joint Finance (JFU) Unit representative and providing the financial information to the Legal Services Manager and County Solicitor, as required.
9. Undertaking the functions, duties and responsibilities in accordance with the County Council’s overall Scheme of Delegation and the Director’s Sub-Delegation Scheme.
10. Authorisation of orders and payments in the Council’s core finance system.
11. To carry out such other duties as may reasonably be required.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

* Assisting with the identification and implementation of improved working techniques in line with Systems Thinking practices.
* To participate in the implementation of new procedures and methods including developing ICT use to automate work related to the post.
* Participating in and contributing to team briefings, consultation and development exercises.
* Allocating and categorising work which is chargeable / non-chargeable and by time recording such work where applicable.
* Promoting and demonstrating the agreed Staffordshire County Council standards and principals of customer care by delivering an efficient and effective service to meet the needs of the customer and by providing a flexible and responsive service to all customers by responding in an appropriate manner to all enquiries from customers (telephone, email, hard copy and face to face) ensuring that the highest standards of customer care are maintained.

* Ensuring that quality targets and performance measures of respective teams are met.
* Adhering to Legal Services quality standards (Lexcel Law Society Practice Management Standard) and lead on the process of securing annual re-certification, advising and guiding senior managers, Team Leaders and Legal Services colleagues as necessary.
* Undertaking in-service training and development as required by Legal Services Training Plan and to participate in the in-service training and development of other staff.

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_smallemployer_smallemployer_small** | Qualifications/Professional membership  * Degree in business studies or other related discipline. * Qualification (s) in business management and finance relevant to the post. * ICT qualifications e.g. ECDL etc. | A  A  A |
| **employer_small**  **employer_small** | * Minimum 4 years experience working in a legal environment. * Full understanding of Local Authority procedures. * Proven ability to undertake duties at a higher level when necessary. * Minimum 3 years management and supervisory experience. * ICT Systems and complex systems thinking experience. * Experience managing / supervising staff / teams to success. * Experience of working to deadlines under pressure. * Experience of negotiating and persuading to gain compliance and / or efficiency savings. * Experience of motivating others and showing empathic approach. * Experience of delivery team and customer excellence. * Experience of working at senior manager level and with a range of diversified stakeholders. * Experience of applying compliance, regulatory and governance issues pertaining to the area of law. * Experience of working in a multi-disciplinary team. * Experience of a commercial nature. * Experience in a commercial environment or transferrable skills from a local government environment. | All by A/I |
| **employer_small**  **employer_small** | **Skills**   * Leadership skills. * Ability to work under pressure. * Ability to work on own initiative. * Flexible, innovative, problem solving approach. * Excellent time management and organisation skills. * Excellent inter personal and communication skills. * Strong customer focus. * Can think within substantially diversified, established procedures, standards and/or precedents. * Proven ability to influence the actions and motivations of different stakeholders, at different levels across a range of functions and organisations. * Ability to negotiate and undertake high level discussions. * Ability to apply evaluative judgement to problem solving and decision making. * Ability to manage conflicting demands and situations in a calm and professional manner. * Experience of managing financial information and budgets. | All by A/I |
|  | **Interest and Motivation in the Job**   * Responds to opportunities in a manner which is enthusiastic and demonstrates interest. * Evidences interest and passion regarding customer care, business development and team working. | A/I |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**