 Business Team Manager (Legal)

Grade 10

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:** Team Leader (Practice Management)

**Responsible for:** Legal Business Officers & various Legal Assistants as required

Key Accountabilities:

* To manage and develop the Legal Business Team staff through the provision of training, support, development and guidance (with particular emphasis on legal business skills) to deliver organisational objectives.
* Manage Legal Assistants and Paralegals as required in other Legal Services Teams.
* Manage the ongoing development of Legal Services’ case management systems and related processes and staff training to contribute to the delivery of the Council’s digital enabler objective.
* To manage the design and production of monthly reports and other information requirements as needed by Legal Services’ Management Team to facilitate effective performance management of staff and financial budget management.
* To manage and co-ordinate Legal Services’ tendering activities, ensuring accurate drafting of bids and general quality assurance of all processes and procedures.
* Authorise payment for departmental goods and services through the Council’s core financial system.
* Play a key role in Legal Services’ marketing and selling services commercial activities.
* Maintain excellent relationships with internal and external clients, other stakeholders and negotiate with suppliers.
* Drive compliance with Legal Services’ Lexcel Law Society Practice Management Standard practices and procedures, and contribute to the process of securing re-accreditation as and when required.
* Carry out such other duties as may reasonably be required commensurate to the overall grading of this post.

This post is designated as a casual car user.

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_small** | Qualifications/Professional membership  * Degree or equivalent qualification or equivalent experience * ICT qualification such as ECDL or equivalent experience | A |
| **employer_small** | **Knowledge and Experience**   * Minimum 4 years supervisory experience in local government or similar environment. * Minimum of 4 years in a legal environment. * Systems experience. * Experience of supervising a team. * Experience of prioritising workloads to meet strict deadlines. * Ability to accept delegated responsibility and, in turn, delegate to others. * Experience of forming good working relationships with others. * Experience of establishing work systems and procedures. * Good working knowledge of health and safety requirements in an office environment. * Good working knowledge and understanding of the Solicitors’ Regulation Authority and Law Society regulatory and compliance requirements. * Good working knowledge the principles of law underpinning the work of the Legal Services Unit. * Experience of delivering a professional service to the highest quality possible within available resources. * Experience of operating in a manner that is enthusiastic and demonstrates interest. * In depth knowledge of ICT and use in business systems. * Commitment to delivering team and customer excellence. * Experience of Microsoft Office software products, databases, case management systems etc. | All by A/I |
| **employer_small**  **employer_small** | **Skills**   * Excellent customer care skills the ability to communicate with tact, diplomacy and empathy across all levels. * Excellent communication and inter-personal skills. * Excellent administrative and organisational skills. * Flexible, innovative and persuasive approach. * Ability to work under pressure. * Ability to liaise effectively with staff at all levels and with contacts outside the Authority. * Ability to manage projects and resources. * Ability to work on own initiative. * Confidence to negotiate and challenge existing practices.   Significant ICT skills. | All by 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**