



Role Profile

Job Title: Legal Practice Manager	Grade: N	Number: SBC_12116
Directorate: Enabling Services	Job Family: Legal Services	Date Prepared: Updated April 2024

Role reports to: Chief Legal Officer

*Please attach an organisation chart showing where this job reports within the structure.

Job Purpose:

To work closely with the Chief Legal Officer and perform a leading role in ensuring the delivery of an efficient, modern and high-quality legal service to the Council.

Key Responsibilities:

- To lead and manage the legal business support team (including legal business support assistants) in the provision of administrative and specialist support across the Legal Services function and leadership support to the Chief Legal Officer.
- To be an active member of the Departmental management team.
- To be the lead officer and to ensure that the use and operation of the Service's IT systems (including the Iken file management system) are continuously improved and effective.
- To extract management and performance monitoring data from relevant IT systems and produce regular practice management information as directed by the Chief Legal Officer. To include monitoring and review of KPI information and report issues to relevant Senior Managers
- To ensure legal instructions are correctly allocated in a timely manner and progress on cases is effectively monitored.
- To be responsible for and ensure continuous improvement of all departmental procedures in the delivery of
 - the department's objectives.
- To ensure that the department's Service Plan priorities are implemented and monitored and that improvement projects are delivered.
- To undertake the collation and maintenance of confidential data generated as part of the Council's whistleblowing procedures and to proactively assist in the progression of matters
- To undertake support tasks on behalf of the Chief Legal Officer in the administration of the Council's
 - Standards Regime.

- Managing and monitoring compliance with fee earners and managers time recording;
- Primary responsibility to manage systems in place for payment of external specialists e.g. barristers, medical experts etc.
- Working with colleagues in finance to ensure financial systems are aligned and appropriate information shared between both.
- Supporting the financial management of the Practice and contribute to compliance with the Practice budget
- Maintain and procure as necessary legal resources.
- Ensure that procurement is managed in line with agreed procedures;
- Ensuring the team managed by the post holder operates effectively and efficiently;
- File management, storage & destruction in compliance with professional body requirements;
- Resolving and personally dealing with issues related to practice management and duties arising from this role description;
- Representing the Legal Services management team at both internal and external forums as requested;
- The post holder will demonstrate expertise in the areas covered by the team managed and undertaking high profile project work.
- To provide other support to the Chief Legal Officer in the provision and management of the Service, to include recruitment, inductions, training and HR tasks, ensuring that the legal fee earners are fully supported and compliant with their professional bodies' requirements in terms of practising certificates and training.
- To be responsible for the production and maintenance of an Office Manual.
- To undertake budget forecasting in conjunction with the Chief Legal Officer.
- To undertake such other duties at the request of the Chief Legal Officer with a view to continuous improvement of the Service.
- To monitor and maintain arrangements for technical legal resources, ensuring comprehensive and cost-effective provision to suit the services needs
- To monitor delivery of the service and to support the Chief Legal Officer in ensuring high quality and timely legal services are delivered to the Council
- Any other reasonable duties in support of delivery of high-quality legal services

Contacts and Relationships:

- Daily communication will include liaising with the Chief Legal Officer and other senior officers within the Council, and with team members within the Department.
- Regular contact with Principal Solicitors and Heads of teams in relation to their specialist support requirements as provided by legal support assistants across the wider team
- Contact with Members and Councillors as well as Judges and other legal professionals.
- Keeping the Chief Legal Officer to fully informed of the activity of the Section and discuss any changing requirements.
- Contact across the wider business support team to ensure consistency in practices and to establish working relationships for best practice.
- Responsibility for training new and current staff members on the case management system
- Responsibility for new starter induction processes
- Responsibility for managing and monitoring compliance with such standards and advising solicitors and managers in the legal service in this respect
- Maintaining relationships with service areas and supporting in ensuring delivery of legal services

Creativity and Innovation:

- The job involves the creating of spreadsheets, legal forms and other legal documentation for the Service, including performance management data
- Maintain the Team's SharePoint site, ensuring useful and essential information and resources are readily available and up to date
- Maintain the Legal Service's intranet page(s) to ensure it remains up to date and useful to other service areas
- To identify and make suggestions to improve the way the department operates and to lead and encourage others particularly in relation to modern efficient and effective services.
- To proactively seek additional methods of supporting the legal practitioners.
- Finding new and creative ways to motivate and inspire the team to increase productivity and confidence amongst the team members.

Job Specific Competencies:

- Educated to degree standard or equivalent, or extensive relevant experience
- Evidence of continuing professional development in relation to practice management and training
- Legal knowledge/qualification
- Excellent interpersonal and effective communication skills – both written and verbal
- The ability to communicate and work alongside a variety of legal professionals
- Adaptable to new tasks and flexible in responding to changes
- Ability to work both on own and within a team and demonstrate initiative
- Manage a varied workload

- Discreet and professional in approach to clients, peers and others maintaining a professional and confidential environment at all times
- A professional approach to all tasks.
- Proven experience of legal practice case management systems and an understanding of the regulatory framework deliver operational efficiencies and client services and manage risk effectively
- Experience of quality systems such as LEXCEL and IIP
- Ability to communicate with senior management, senior solicitors, courts, judges, council colleagues and services across the Council.
- Negotiate with external suppliers to ensure best value for money
- Recruitment, induction and ongoing training and development of the team.
- Leading/managing projects and working to urgent project timescales and monitor compliance with these systems, reporting to the Chief Legal Officer
- To develop and maintain effective working relationships both internally across the Council and with external stakeholders.
- Development of office procedures for legal practice as it develops in accordance with Council strategies and priorities.
- Attendance at project boards and representing the legal services senior management team at both internal and external forums on request
- Working with colleagues to ensure the operation of the legal service reflects Council strategy and priorities

Health and Safety:

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy

Data Protection:

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the postholder.

Employee Signature:	
Print Name:	Date:
Line Manager's Signature:	
Print Name:	Date: