



SWINDON
BOROUGH COUNCIL

Job Description

Job Title: Legal Business Development and Support Manager	Grade: N	Number: AO00092
Directorate: Resources	Job Family: Legal	Date Prepared: revised May 2018

Role reports to : Chief Legal Officer

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

Job Purpose:

1. The Legal Business Support Team Manager will manage the priorities and resource of the Legal Business Support Team to achieve and improve service delivery of all required tasks.
2. To provide a Leadership Support Officer function to the Chief Legal Officer.
3. to monitor legal service performance and provide operational information to the chief legal officer and legal management team ,including where appropriate liaising with Senior colleagues on the delivery of legal services
4. Act as Super User or Champion for major ICT systems and departmental procedures, including IKEN , legal instructions inbox and departmental objectives,
5. in conjunction with the management team to develop the case management systems, and lead in reviewing and digitising processes through the use of IKEN .
6. In conjunction with chief Legal Officer to ensure delivery of service improvement projects, ensuring the service plan priorities are implemented and undertaken including reporting back to Chief Legal Officer
7. To be an active member of the senior management team, including providing administrative support, recording actions, ensuring actions are completed and holding colleagues to account on the delivery of actions and team objectives and holding regular reviews with colleagues to ensure work programme is on track
8. retain confidential and sensitive information and not to disclose such without approval of Chief Legal Officer
9. Manage business support
10. In conjunction with the Chief Legal officer to develop the legal services processes and business model to ensure it is modern effective and efficient with 21st Century public sector ethos. This includes ensuring legal processes are reviewed and where necessary re-designed

Key Accountabilities:

1. The post holder is expected to be able to carry out all of the accountabilities listed in the Legal Business Support Administrator job description, with specific additional responsibilities as below

You will manage and lead dedicated legal support officers to provide legal and business support to the Legal department to achieve service delivery of all required tasks.

Leadership support

To Provide Leadership Support to the Chief Legal Officer which includes Leadership Support Officer duties including diary management, email management and prioritizing workload, team training, conference bookings

BUSINESS DEVELOPMENT OF LEGAL TEAM

2. In conjunction with the Chief Legal officer to develop the legal services processes and business model to ensure it is modern effective and efficient with 21st Century public sector ethos. This includes ensuring legal processes are reviewed and where necessary re-designed
3. To liaise with Senior managers and instructing officers to ensure service provided by legal is excellent, is timely and efficient.
4. In conjunction with chief Legal Officer to ensure delivery of service improvement projects, ensuring the service plan priorities are implemented and undertaken with reporting back to Chief Legal Officer
5. To be an active member of the senior management team, including providing administrative support, recording actions, ensuring actions are completed and holding officers to account.
6. To monitor team objectives and hold regular reviews with colleagues to ensure priority tasks across legal and within the team are tracked and completed to timescales
7. To provide management information and analysis as required and use this information to inform business decisions and support the department in pursuit of its objectives team
8. to ensure instructions are allocated through the legal instructions inbox, within specified timeframes and monitored to ensure progress within timescales
9. Be part of a continuous improvement forum. Working between practitioners and systems support staff to identify and implement process improvements
10. Provide Management Information (MI) and analysis as required, and use this MI to inform business decisions and support the business in pursuit of its objectives.
11. Liaise with colleagues from other sections, departments and outside agencies and to attend any meetings as may be required

IT

12. manage the IKEN database, ensuring it is used to its fullest potential to ensure processes are fit for purpose. This includes reviewing legal processes to ensure they are efficient and effective and modern including creating and managing workflows in IKEN to enable the digitisation of processes where possible including the delivery of digitized legal processes within the team.
13. Liaise with IT to ensure that information technology is employed to assist the efficient delivery of services
14. Be a super-user of the ICT systems used by the whole team e.g. IKEN , etc. – providing support and advice to practitioners and maintaining a close link to the central systems support team. Providing legal time costings and time recording reports from the system and training new users, including provision of management reports,
15. Ensuring that timescales across the department are being met and files/instructions are being completed in a timely manner, with reporting any issues to team leads and Chief Legal officer

the team.

16. Manage and maintain the Data Capture tool records daily and ensure productivity, shrinkage, utilisation and efficiency are within or exceed industry standard performance levels

17. Manage the team's daily workload, distributing work tasks as required, monitoring team performance in line with service and business support SLA's and statutory timescales.
18. Recruit, train and coach the team as required to deliver the administrative service and allow them to develop their skills and roles as appropriate whilst ensuring the services are delivered.
19. Manage day to day HR matters. Service delivery for business support will be achieved by adhering to and utilising the Curium Data Capture method to ensure the highest productivity levels are maintained whilst ensuring only the required resource levels are in place
20. manage resources across the whole team, including covering holidays and managing demand for service costs team
21. to undertake legal business support tasks for example court bundles, redaction of confidential documents, data input and completion of legal tasks using IKEn workflows, and preparation, collation and service of legal documents
22. Work proactively with other authority personnel to encourage more efficient and cost effective processes to deliver cost effective service delivery
23. Monitor team absence and take appropriate action where necessary in line with SBC guidelines.
24. hold regular team meetings to review team performance and focus the team on the departmental objectives
25. Responsible for team staffing levels to maintain service delivery, authorizing the teams annual leave and flexi leave requests.
26. Undertake team one to one meetings, return to work interviews, monthly team meetings and appraisals in line with SBC guidelines.
27. Manage and address any personnel matters in a timely manner, capturing and recording information and keeping HR and management aware as appropriate.
28. Manage the team's training and development needs and provide support and guidance as required.
29. Regularly review working practices and make recommendations and proactively promote and take ownership for efficiencies and improvements to service delivery.
30. Maintain records in respect of annual leave, sickness, flexi time, training and other records in accordance with corporate and departmental procedures.
31. . Communicate corporate messages to your team in a timely manner

Whole department

32. Induct new staff for the whole of legal and in particular ensure that requests for ID passes, Car park passes and IT setups are dealt with efficiently
33. Provide senior admin support to on-site service managers, and managing relationships with on-site service managers and senior practitioners – supporting the recruitment process, arranging interviews, liaising with Hr arranging equipment and resources for new starters, including IKEN training and ensuring legal and corporate induction process is followed; leavers; office communications and other co-ordination tasks that lead to the smooth running of the office.
34. Hold a Corporate Procurement Card where required, reconciling to the finance system at least monthly, and action and record all forms of financial transactions ensuring these are coded correctly and recorded accurately. Summarise monthly financial transactions and liaise with budget holder for legal.
35. Act as lead for Legal Business Support on selected specialisms e.g. Child Care, Land Law, Civil Litigation. Planning to seek consistency of processes across sites and to work on service developments.
36. Processing papers for Legal Sealing and ensuring a comprehensive seal record is maintained for legal purposes, including electronic sealing and use of DocuSign and managing the council's systems, including the digitisation of records
37. Responsible for Legal instructions inbox, including the timely allocation of new instructions and communication with those instructing, including reviewing whether instructions are full and complete and referring back to instructing officer in not.

Supplementary Accountabilities:

- The post holder is expected to be able to carry out all of the Supplementary Accountabilities listed in the Legal Business Support Administrator job description and to provide management and supervisory support to the legal department.
- Undertake any other duties commensurate with the grading of this post

Job Scope: Number and type of jobs managed:

Typical tasks supervised/allocated to others:

None

Job Scope:

Budget:

Assets:

Knowledge and Experience:

- Good level of Literacy and Numeracy skills –A level NVQ 3 or above Level
- Excellent knowledge of Microsoft Packages, including Word, Excel, PowerPoint, and Outlook
- Experienced in the use of specialist ICT packages, eg IKEN
- Minute taking experience, and the confidence and IT skills to be able to attend meetings and take notes direct to laptop
- Ability to lead others; written, face to face and group communications
- Ability to cope with hearing or writing about highly sensitive and emotional events relating to children, families and animals.
- Excellent interpersonal skills
- Ability to lead a team, providing direction and support
- Flexible and adaptable
- Excellent time keeping and organisational skills
- Able to deal with all levels with confidentiality, tact and diplomacy
- Ability to work on own initiative
- A confident approach to dealing with clients and colleagues
- Able to work "on" at short notice to meet Court deadlines in emergency Court matters.
- Possession of the Certificate RSA II typing or demonstrable equivalent.

Decision Making:

- Supervisory skills and an ability to make important decisions on all aspects of work coupled with a broad understanding of relevant operational requirements is essential.
- Ability to interpret Management Information and make informed decisions on the priorities and deployment of resources.
- Decisions for the use of the procurement card and to make suggestions regarding forecasting.
- Decisions relating to staff development and management

Contacts and Relationships:

- Daily communication will include liaising with the chief legal officer and other senior officers within the council, team members within the Department.
- Contact with Members and Councillors as well as Judges and other legal professions
- Regular contact with the Line Manager keep them fully informed of the activity of the Section and discuss any changing requirements
- Contact across wider business support team to ensure consistency in practices and to establish working relationships for best practise
-

Creativity and Innovation:

- The job involves the creating of spreadsheets, legal forms and other legal documentation for the Law and Democratic Services.
- 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.
- Proactively looking for additional ways to support the legal practitioners
- Finding new and creative ways to motivate and inspire the team to get the most from them

Job Specific Competencies:

- 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
- Flexible approach to working within other Legal Services teams
- Discreet and professional in approach to clients, peers and others maintaining a professional and confidential environment at all times
- Professional in approach and presentable in appearance

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, Individuals, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and People s to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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: