

Legal Business Manager

Job Details

Job title: **Legal Business Manager**

Grade: **Grade M - £46,927- £52,685**

Reports to: **Assistant Director Legal and Democratic Services**

Directorate and Service area: **Governance & HR, Legal Services**

Purpose of the Job

As a member of the management team, you will play active part in delivering effective support to the Legal Services team in accordance with Council policy and procedures, leading, co-ordinating and managing the business, administration including proactive management and development of the legal case management system used by the Legal Services Team, professional development and training.

The role will also drive improvement of the business through seeking out efficiencies, supporting the delivery of an excellent, consistent legal service with the potential to develop to a commercial model.

You will assist in building and maintaining relationships with key internal client leads, through the provision of effective management information developed through liaising with finance support staff and management information gathered from the case management system.

This post provides proactive and focussed supports to the in-house legal team.

Principal Responsibilities of this Job

1. Service Development and Improvement

As a member of the management team to proactively contribute to the overall management and development of the delivery of high-quality cost-effective legal services for example by:

- To identify and drive efficient working practices and best practice to support a focus on tasks being completed, commensurate to the experience and qualifications of team members.
- Assists in business planning, training and development to deliver service development and effective service delivery.

- Assist with and project manage varied initiatives that support service transformation and developments to deliver good practice. Continually improve the efficiency, productivity and growth of the service for example, by:
 - In partnership with the Leadership Team, develop and manage the existing stakeholder relationships and create sustainable relationships with new stakeholders.
 - Proactive development of the case management system, service planning, digital resources, accommodation, document management and other corporate or infrastructure projects, as needed.
 - Ensuring effective project communications to ensure all stakeholders receive timely, accurate and appropriate information and are able to provide their input to the project.
 - Identify project risks and issues and recommend control measures and actions.

2. Business Management and Growth

Supports the management of the income and expenditure budget of the service and propose and implement actions and initiatives to reduce costs and increase external income, including:

- Be accountable for and manage the Legal business budget.
- Produce and analyse monthly performance and finance reports for the Leadership Team.
- Financial income and spend management activity to ensure the appropriate capture, storage and dissemination of intelligence to support planning, service targeting and performance management.
- Reporting to Leadership Team on fee-earning activity, developing and maintaining performance and finance reports monthly to all clients, monitoring monthly and cumulative income against expenditure, monitoring and moderating all expenditure; predicting and managing peaks and troughs in workload.
- Working with the Leadership Team and fee earners to improve productivity and fee earning capacity through effective use of technology and processes.
- Identify issues and suggest strategies to deal with performance issues.
- Helping to inform and decide service direction and strategy regarding initiatives for business development and improvement.
- Seeking opportunities for increasing growth and income.
- Develops in partnership with the Team Managers, a consistent method for gaining and reporting feedback on performance of Legal Services.
- Create, review, amend, implement and monitor compliance with team processes and policies in relation to office management, including in respect of recording of information on ERP Gold and Iken (or other financial and or legal case management systems) to support the development of best practice of processes to provide an excellent legal service to clients.

- Assist the Assistant Director Legal and Democratic Services in engaging with and managing relationships with all key clients, gathering feedback in order to understand their needs and improve services.

3. Resource Management

To manage resources and oversees functions of the support team, in order to run a cost-effective support to the in-house legal team by:

- Providing line management of the Legal Administrative Assistant / Legal Business Apprentice
- Management and oversight of the non-people resources available to the legal services team, including library resources, the case management system and their use to improve processes through active review of reports to identify and implement improved working practices.
- Managing resources and key processes effectively to ensure compliance relating to Health & Safety, Equality Standard, Corporate Policies and Business Continuity.

4. Organisational Development

To support the development and management of training, development and continuing professional development (CPD) arrangements by:

- Mentor and support Apprentices working within the department, attending academic and workplace reviews as appropriate, to facilitate progression towards successful completion of any apprenticeship / training / qualification.
- Ensure compliance with Solicitors Regulation Authority (SRA) requirements and practicing certificate renewal through active management and maintenance of training dairies for employed Solicitors.
- Assist the Assistant Director Legal and Democratic Services in engaging with the SRA regarding any regulatory requirements.
- Assist the Team Managers to identify the need for staff recruitment in a timely manner and to develop and have oversight of recruitment, interview and induction processes.
- Ensure that effective processes are in place for recruiting, developing, appraising, rewarding and retaining employees and promoting attendance and performance in line with NNC policy.
- Develop and implement the Council's Strategy to assist staff in gaining qualifications/skills to further their career within the legal team or Council as a whole.
- Working with Team leads to review and manage staff development and training activities.
- Assisting Team Leads to monitor and review non-compliant mandatory e-learning for all staff.

5. Operational

To support operational delivery of the service by:

- Attend the service management team and contribute fully to the delivery of the team / service plan.
- Supports the accurate and timely provision of service
- Negotiating, implementing and managing contracts and access agreements for the benefit of the legal services team, including for example the legal case management system, legal library and accounts to facilitate the efficient and cost-effective access to services required to deliver an in-house legal service (e.g. HMCTS and HMLR).
- Review, update and edit internal and external websites.
- Take the lead in ensuring the effective and efficient operation of administrative service, finance and ICT systems.
- To set up and maintain information and document systems to enable efficient storage and retrieval.
- Updating ERP gold with joiners, leavers and staff changes as required
- Review and process monthly chargeable hours for fee-earners and weekly chargeable hours targets for locums.
- Assist with the appointment of all staff including temporary workers and locums, including candidate liaison and post-interview procedures.
- Assisting to verify employment status including “right to work in UK” and validating professional qualifications.

6. Research and Fee Earning Work

To support the fee earners to achieve their income targets by:

- Completing legal work commensurate to experience Right To Buy (RTB) completions.
- Legal research.

General Responsibilities applicable to all Jobs

- Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
- Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

- This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification – Legal Business Manager

Attributes	Essential Criteria	Desirable Criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to degree level or NVQ level 4 or equivalent level of experience <p>Further qualification in business administration, customer service or administrative management</p>	<ul style="list-style-type: none"> Experience of management, holding or working towards a management qualification
Experience and Knowledge	<ul style="list-style-type: none"> Management of business support team, providing support to management teams and / or senior managers. Management of competing demands and tight deadlines Mentoring junior staff such as Apprentices Leading, delivering and / or supporting project work Track record of effective Managing / handling difficult clients and customers appropriately and effectively. Flexible, inventive, positive can-do approach to managing people, teams, change and work demands 	<ul style="list-style-type: none"> Management of legal services business support team Previous experience of supporting the delivery of a legal service to clients Experience of working in a large public sector organisation Proven experience as an Executive Assistant, Project Manager or Practice Manager or similar role in a large organisation Knowledge of case management systems
Ability and Skills	<ul style="list-style-type: none"> Communication skills, effective at all levels including with senior officers and elected Members Ability to be diplomatic and discreet when dealing 	<ul style="list-style-type: none"> Political and cultural awareness An understanding of Local Government and NNC issues, including political, corporate and HR agendas

	<p>with confidential information</p> <ul style="list-style-type: none"> • Problem solving • Excellent knowledge and experience of IT systems including Office 365 • Ability to extrapolate and interpret data to identify and implement service improvement • Awareness of budgeting and financial management principles • Ability to motivate others • Ability to adapt to different working styles and approaches • Team player able to develop and maintain constructive relationships that contribute to teamwork and achieving objectives • Ability to maintain a high degree of accuracy • Proven analytical and research skills e.g. able to accurately summarise lengthy documents / reports into concise briefing documents • Sensitivity and confidentiality • Well organised / excellent time management skills • Excellent planning skills • Customer focus • Ability to work on own initiative, work under pressure and to tight deadlines. • Professional manner and ability to deal tactfully and professionally with 	<ul style="list-style-type: none"> • Responsibility for project deliverables
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	complaints from potentially challenging individuals or interest groups	
Equal Opportunities	Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Promote the Council's values of being: <ul style="list-style-type: none"> • Customer-focused • Respectful • Efficient • Supportive • Trustworthy 	