

JOB DESCRIPTION

JOB TITLE: Service Lead - Legal

GRADE: 9

ACCOUNTABLE To: Director (Legal)

MAIN PURPOSE

Service Leads are responsible for a portfolio of services. They demonstrate an empowering, open and engaging leadership style, working across the council to deliver the best outcomes for our communities. They are the first point of contact for elected Members, the Executive Leadership Board, internal and external partners. They promote the work of the Council and its reputation within their area(s) of responsibility. They are accountable and responsible for all staff development along with processes, procedures and work standards within their area,

POST OBJECTIVE

To effectively lead the legal services team and provide customer centric, cost-effective services that accord with the five core principles for delivery - insight, innovation, inspiration, investment and improvement.

To develop local service plans and strategies to deliver the corporate strategy with regard to the principles of commerciality, collaboration and partnership

Motivate and inspire staff to deliver best outcomes for our community, working positively and collaboratively and ensure staff understands their role in achieving corporate aims and priorities.

To coach, mentor, and develop staff to ensure effective succession demonstrating open and visible leadership and modelling the council's values.

To actively work with partners and other agencies to deliver shared objectives for the district.

MAIN ACCOUNTABILITIES

Lead and manage the allocated services ensuring effective planning and management of resources to deliver excellent customer service through well trained motivated staff while complying with corporate policies.

Develop and implement local plans, policies, and procedures that support and enable achievement of corporate aims and objectives. Actively contribute and seek out the opportunity to develop cross cutting plans and initiatives, working with colleagues across the council and partners. Lead the legal work on major regeneration projects and manage the council's external legal advisers.

Provide leadership and direction to staff ensuring customer centric, high quality, cost effective services having regard to the principles of commerciality, collaboration and partnership. Adopt an entrepreneurial approach to options appraisal and decision making.

Ensure efficient processes are in place to achieve continuous performance improvement demonstrating an open and inclusive management approach that role models corporate values.

To encourage and foster a collaborative approach across the organisation focused on achieving corporate priorities and goals actively seeking out opportunities for service integration and ensure the council works as one team.

Recognise achievement of teams and individuals, encourage creativity and autonomy with responsibility

Work positively and collaboratively with internal and external partners, stakeholders and third parties to deliver innovative solutions to deliver the corporate strategy.

Build an effective working relationship with portfolio and shadow portfolio holders ensuring Members and senior management are sufficiently aware of issues within and affecting their areas of responsibility.

To work with members to assist their understanding and engagement with services and provide them with appropriate advice and support regarding casework and other council activities including attendance at council or other agency meetings.

To act as the council's deputy monitoring officer.

Remain abreast of developments and legislative changes in allocated areas of responsibility. Identify external good practice and benchmark services to proactively recommend how the council can implement changes to improve customer services and delivery.

Undertake research and market engagement to identify and evaluate commercialisation opportunities for existing services and developing new services through expansion/diversification to generate additional net income.

Represent and promote the council and its wider activities as required. Actively and positively manage the reputation of the council internally and externally.

Participate in the council's emergency planning preparations, attend training and undertake roles as defined in the Council's Emergency Response Plan if required

Take reasonable care of own health and safety and that of other persons who may be affected by acts or omissions at work.

Actively promote and role model an approach to equality and diversity that supports the council's role as an equal opportunity employer and eliminate any unlawful discrimination or unfair treatment.

Safeguard and promote the welfare of children and vulnerable adults and ensure reporting staff understand and work within the safeguarding policies of the organisation.

Deputise as required for the Director (Legal)

Undertake any other such duties, commensurate with the requirements of the post.

Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer, the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

PERSON SPECIFICATION



JOB TITLE Service Lead – Legal **DATE:** December 2024

QUALIFICATIONS

Degree level qualification or equivalent experience

Admitted Solicitor or Barrister

Membership of relevant professional body

Evidence of CPD

SKILLS, KNOWLEDGE, EXPERIENCE, QUALITIES, ATTITUDE AND APPROACH

Strategic leadership experience and style

Evidence of adopting a strategic approach and influencing initiatives to achieve long term improvements in service delivery

An empowering, enabling, and motivating approach with evidence of visible and supportive leadership with the ability to motivate, enthuse and mentor individuals to create a positive employee culture based on customer service excellence

Track record of management at a senior level in the relevant service area managing empowering and motivating teams to continuously improve and achieve sustained high performance, value for money and outstanding results

Takes accountability for decisions and actions and holds others to account for their own

Proactively shares knowledge and information

Specialist / technical knowledge and experience

Significant experience of providing legal advice and support in a local authority or comparable organisation, applying the legislation, guidelines, regulations, codes of practice and industry standards to the key areas of responsibility to build credibility with staff and members.

Evidence of successfully developing strategies and policies that deliver high quality customer outcomes, based on customer service excellence.

Customer focus, commercial awareness and approach

Strong customer focus and commitment to stakeholder engagement.

Evidence of developing service provision within the potential challenges and constraints facing the public sector.

Knowledge of creating exemplary customer experience exploiting technology and data to improve service delivery.

Commitment to the principles and practices of ensuring excellence in service delivery and its impact on the local community.

Experience of developing policies from first principles that have actively contributed to improved service delivery.

Partnership working

Strong commitment to partnership working.

Proven track record of effective collaborative working and empowering others to achieve outstanding results.

Knowledge of a breadth of service delivery models and the track record of developing and maintaining successful relationships with key stakeholders and partners.

Innovation and creativity

Forward looking with a can-do attitude and innovative approach to achieving service improvement.

Demonstrable knowledge and experience of commercially developing services with a proven track record of delivering financial savings; experience of effective service planning, performance monitoring, and project management.

Willing to challenge the status quo, actively seeks innovative approaches and new ideas, and takes measured risks.

Able to analyse and interpret complex information and provide innovative solutions to issues demonstrated in quantitative and qualitative data.

Personal and inter-personal skills

Demonstrates political acumen and the ability to provide responsive, impartial advice to councillors and other senior managers.

Demonstrates political neutrality and ethical behaviour, and a strong commitment to equality and diversity.

Evidence of influencing and negotiating skills with the ability to influence decision makers.

Demonstrates energy, determination and tenacity to achieve desired results.

Enthusiastic, determined, robust and resilient enough to cope with the demands of the role.

Ability to work under sustained pressure and manage competing priorities and adapting to changing circumstances to deliver on a range of projects.

Strong written and oral communications skills for a broad range of recipients including experience in the preparation and presentation of strategy and policy documents to non-technical audiences.