

Job Description: Legal Services Practice Manager

Guildford and Waverley are ambitious authorities, committed to being two of the leading Councils in the country at a time of major change by developing high performing, highly engaged staff teams to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Legal Services Practice Manager
Service:	Democracy, Law and People
Team:	Legal Services
Location:	The Burys, Godalming, Surrey, GU7 1HR and Millmead House, Guildford, GU2 4BB
Reporting to:	Joint Assistant Director Legal Services & Information Governance
Responsible for:	Legal Administrative Assistant x 2
OUR SHARED ORGANISATIONAL VALUES	
Collaboration 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
Wellbeing 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
Trusted 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.

Value for Money 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
Professionalism 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE	
• To provide a high quality, efficient and effective professional support service to the Joint Assistant Director, Legal Services & Information Governance and the wider legal services team, • To manage a small team which acts as the 'hub' for the Legal Services Team and support the Joint Assistant Director and Legal Team Managers in co-ordinating training and development, recruitment and induction of staff, ensuring regulatory standards for legal work are maintained and that the case management system, performance reporting and administrative support across the teams functions effectively. • To assist in the development of Annual Service plans, performance monitoring and budgetary development and monitoring. • Co-ordinate the administrative, financial and data functions which support programmes and projects and the daily work of the Legal Services team. • Responsibility for implementing, developing and maintaining the case management system to ensure its efficient and effective use. • Day to day management of the administration of Legal Services projects and/or processes. This will include contributing to the planning, development and monitoring of the projects or processes and monitoring of the project budget in accordance with financial regulations.	
MAIN DUTIES AND ACCOUNTABILITIES	
• Act as a point of contact for Legal Services, providing advice and information to those contacting the Service. • Undertake the line management of the Legal Administrative Assistants. • Supervise training roles within Legal Services with respect to their administrative tasks, including ensuring cover across the legal teams. • Provision of effective assistance to teams within Legal Services to support the delivery of effective and efficient legal services to the Council • Provide advice and collaborate with and assist colleagues to enable the delivery of legal advice on cases. • To assist in the investigation of complaints, where requested. • Responsibility for developing and maintaining the Office Manual and associated processes and procedures to ensure best practice. Undertaking audits to ensure compliance and addressing any issues in conjunction with the legal management team.	

- Act as a main point of contact for ICT within Legal Services.
- Under the direction of the Joint Assistant Director, monitor invoicing and budgets relating to legal services within agreed targets and to optimise opportunities for income generation in terms of legal fees and identify potential savings.
- Reporting to the Joint Assistant Director, undertake day to day to day responsibility for income generation.
- Provide assistance in co-ordinating the sign off by Legal Services of Council and other reports in a timely manner.
- Maintaining records of financial and budgetary matters relating to the team.
- Evaluating expenditure procedures.
- Monitoring team expenditure and ensuring compliance with the Council's financial and budgeting procedures.
- Ensure new staff receive a full induction, to include the use of the case management system, ICT equipment and other processes and procedures relevant to the legal services function.
- Provide assistance to the Joint Assistant Director with the monitoring of strategic plans, including chasing action points.
- Take a lead role in the planning, development, design, organisation and monitoring of support systems, procedures and policies specific to the service area including processes for ensuring professional regulatory standards for lawyers are embedded and maintained and the effective management of the legal team's case management system.
- To determine the need for and arrange provision, analysis and evaluation of data and detailed reports/information as required.
- Contribute to the development of individuals within the admin team through coaching, mentoring and motivating, as appropriate, to achieve performance excellence.
- Liaise with the Senior Leadership Team members, elected Members, other local authorities, local government organisations, government departments, external organisations, and agencies, including the business sector, as directed.
- Develop and maintain administrative and information storage systems, using the full range of available technology and resources; ensuring the filing and retrieval of information is both timely and accurate.
- Work with the Joint Assistant Director to develop a Professional Development plan for the Legal Services team and ensure that team members have time to attend development; proactively advising the Joint Assistant Director if the plan is not being followed.
- Responsible for the annual renewal of practising certificates.
- Carry out other such duties as appropriate in line with the grade of the post
- **Business Continuity**
- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.
- **Health and Safety**
Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- Case management and time recording system and will provide regular reports to the Borough Solicitor and members of the Legal Services team. Monitoring will include providing updates to client officers on request.
- The postholder will monitor the Legal Services budget and ensure that any variances are reported to the Joint Assistant Director in a timely manner and ensure all financial management processes are undertaken properly.
- The postholder will be responsible for ensuring a professional development plan is developed and maintained for a team of 38 headcount.
- The postholder will be responsible for liaising with external recruitment agencies and ensuring procurement frameworks are followed appropriately.
- The postholder will be responsible for liaising with HR on a range of workforce matters, including maintaining the Legal Services organisation chart, professional development (learning and development plans), performance management cycle and recruitment campaigns.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- The postholder will be responsible for budget development and monitoring on behalf of the Joint Assistant Director and liaising closely with the Joint Assistant Director to ensure that any variances or pressures are identified and managed effectively.
- The postholder will be expected to carry out the annual appraisals of the Legal Services Administrative Assistant.
- The postholder will be responsible for assessing and recommending developments to case management and time recording systems so as to ensure maximum efficiency for the Legal Services team.
- The postholder will be the custodian of relevant frameworks for external recruitment.
- The post holder will play a proactive role in ensuring the service is able to capture and respond to customer feedback, identify opportunities for continuous service improvement and opportunities for joint working and income generation

PLANNING/ORGANISING/CONTROLLING

- Primarily, the postholder is responsible for ensuring that all support processes are in place so that an effective, efficient high-quality suite of legal services is provided to Waverley officers and elected members and all other stakeholders (*eg members of the public) who have reason to contact the service.

CUSTOMERS AND CONTACTS

Internal

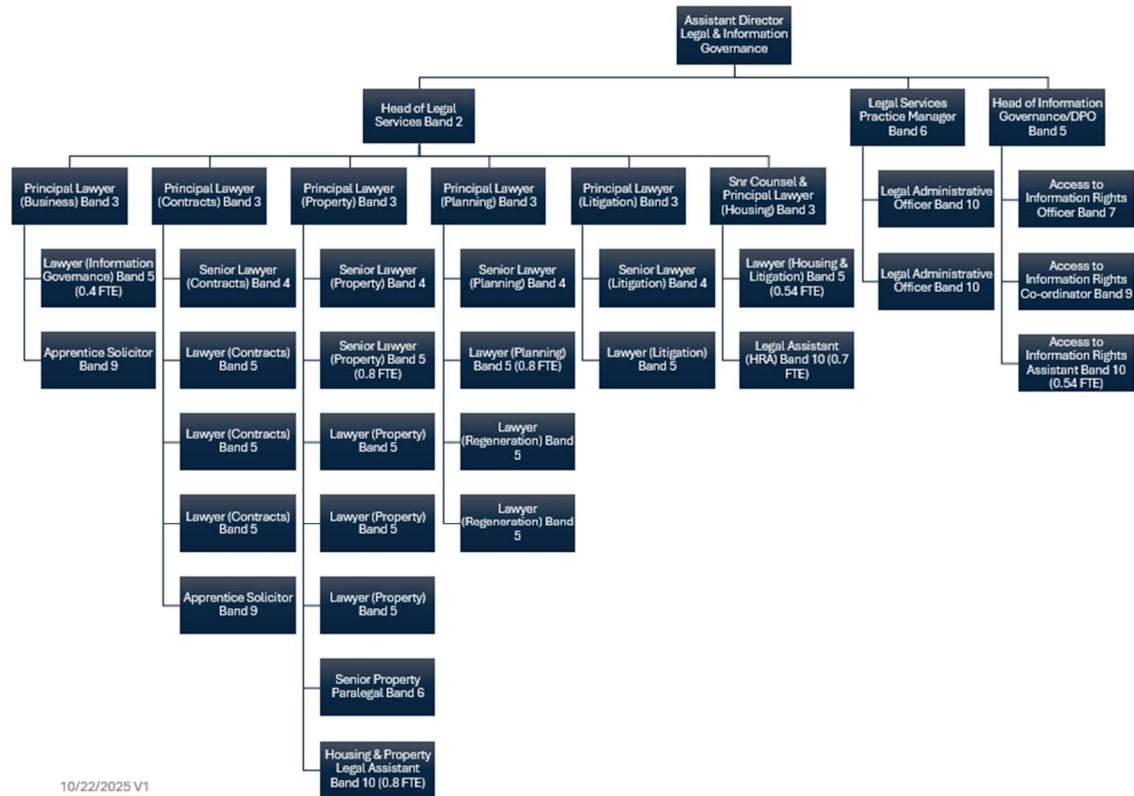
- Officers and elected Members across the Council.

External

- Outside providers of Legal Services, private solicitors, other local authorities, government bodies, Courts, private organisations, members of the public and their representatives.

SERVICE/TEAM STRUCTURE

LEGAL SERVICES & INFORMATION GOVERNANCE TEAM ORGANOGRAM



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Management qualification, or extensive experience of working at an equivalent level.	A/I/C	3 A levels or equivalent	A/I/C
	5 GCSEs (at or above Grade C/4 including Maths and English) or equivalent knowledge gained through experience	A/C	Experience of working within the public sector	A/I
KNOWLEDGE /TECHNICAL SKILLS	Extensive knowledge of legal processes, procedures and the regulatory framework within which the profession operates	A/I	Awareness of Safeguarding	A/I
	Extensive knowledge of administrative best practice	A/I		
	Experience of legal case management systems.	A/I		
	Advanced use of common Microsoft applications.	A/I		
	Ability to deal with a number of tasks at once in a high demand environment.	A/I		
	Ability to work quickly and accurately with excellent attention to detail.	A/I		
COMMUNICATION	Highly developed numerical and literacy skills.	A/I		
	Ability to communicate and reason clearly, both verbally and in writing.	A/I		

	Highly developed interpersonal skills, including active listening and excellent verbal communication skills	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	If the post requires the postholder to speak to the public as a regular and intrinsic part of their role, please add the following words: Accurate spoken English is essential for the post	I		
TEAM WORKING	Ability to work well within a team	A/I		
	Ability to build and maintain working relationships with others and act as a role model for the values of the Council.	A/I		
MANAGING SELF AND OTHERS	Ability to work with minimum supervision	A/I		
	Ability to supervise others	A/I		
	Commitment to continuous improvement, delivery of best value and achievement of service objectives.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Flexible approach to work with the ability to adapt to changing demands and new organisational challenges.	I		
	Use logical reasoning and analytical skills	I		

	Experience of working with professionally qualified colleagues often at higher grades to ensure service performance metrics are delivered	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC or laptop.	A		

How assessed:

A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

Behavioural competencies:

COMPETENCIES (LEVEL 1 – 4)	Communication:	3
	Customer Service:	3
	Team Working:	3
	Managing Self and Others:	3
	Can do approach/Results:	3

For Official Use only			
Job title:	Legal Services Practice Manager	Post no:	
Service:	Democracy, Law and People	JE score:	
Team:	Legal Services & Information Governance	Pay band:	6
Location:	The Burys, Godalming, GU7 1HR and Millmead House, Guildford, GU2 4BB	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week

REVIEWED BY:		DATE:	
CHECKED IN:	HR	DATE:	
LAST UPDATED:	Claire Beesly	DATE:	May 2025