

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Resources

DIVISION: Legal

JOB TITLE: Legal Business Manager

N.B: If you have any issues printing this document please contact HR

ROLE PROFILE

Job Title:	Legal Business Manager
Department:	Resources
Division:	Legal
Grade:	Grade 16
Hours (per week):	36
Reports to:	Director of Law and Monitoring Officer
Responsible for:	Legal Business Management
Role Purpose and Role Dimensions:	<p>To ensure the provision of high quality business support service and function to the legal Division.</p> <p>To lead, co-ordinate and manage all business, administrative, information systems and financial aspects of the Legal Division.</p> <p>To act as manager for the maintenance and implementation as applicable of standards of excellence (Lexcel) across the legal services division.</p> <p>Assist and support the Director of Law, heads of legal, lawyers and other legal division staff with the overall management of effective legal services provision to all client departments and day to day management of the Legal support team.</p> <p>Assist and support the Director of Law, heads of legal, lawyers and other legal services staff in achieving service objectives by providing accurate and timely reports including maintenance of the department financial and case management systems and provide detailed and regular reports.</p>
Commitment to Diversity:	As a member of the Legal Division to take individual and collective professional responsibility for championing the council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.

Key External Contacts:

Croydon's external legal framework provider (s), Barristers Chambers, Courts, Other Local Authorities, Central Government departments, professional bodies, third party Solicitors, , Government legal services.

Key Internal Contacts:

Director of Law and Monitoring Officer, Executive Director of Resources, Officers at all levels across the organisation and elected Members, heads of legal and departmental finance officers.

Key Accountabilities:

To lead, manage and develop the financial, human resource and business process management systems to support a professional legal practice, ensuring the effective, efficient and economic operation of the legal business team.

Deliver a professional legal practice support to the Legal Services Division, including implementing systems and processes to improve and manage the performance of the legal teams and to monitor and report performance of the teams to the Director of Law.

Be responsible for the management and development of Legal practice support staff, including recruitment, performance management, training and support.

Liaise with Human Resources to ensure the effective management of human resource (HR) activities within the division, including payroll and sickness input, staff induction and authorisation functions; advertising and recruitment; staff resources monitoring; advice to staff and managers on HR and OD procedures and practices; and, administration of disciplinary and complaints procedures.

Be responsible for the effective and efficient operation of financial management and accounting processes within the division, advising managers and staff on appropriate procedures for both revenue and capital expenditure. This will require dealing with complex financial transactions including the management of the accounting and billing systems the Council's financial and legal division's case management system and ensuring that the rules and regulations pertaining to the Council and the Solicitor's Regulatory Authority are complied with.

Be responsible for leading, maintaining and implementing systems for monitoring the quality of legal services and billing in relation to the Council's external legal contractors, such as the Solicitors' and Barristers' frameworks. This will include working with the Director of Law, heads of law and stakeholders in implementing systems for legal demand management of both external and internal services, with the aim of achieving resource efficiencies and continuous improvement.

Financial Dimensions:

Closure of accounts end of financial year
Cheque remittance
Billing process, including counsel fees notes.
Reports from Visual files (case management system)
Reports from Oracle (Billing system)
General financial performance reports
Online and hard copy subscriptions renewal
Practicing Certificates renewal

Green Commitment:

Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection:

Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.

Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality:

Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety:

Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted?
[\(Click here for guidance on political restriction\)](#)

Yes

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974?
[\(Click here for guidance on ROA\)](#)

No

Person Specification

Job Title:

Legal Business Manager

Qualifications:

To degree standard, and possibly CIMA or ACCA, CIPFA qualification.

Essential knowledge:

A detailed knowledge of Legal Practice Management systems and processes.

A detailed knowledge of practice management standards as they apply to a professional legal/professional practice.

An in-depth knowledge of the relationship between demand management, performance management and continuous improvement.

An in-depth understanding of managerial concepts, practices and principles, including knowledge of project management, change management, demand management and strategic management.

Essential skills and abilities:

Leadership and strong project planning skills

Able to command respect and acceptance as a role model and leader by staff and peers. Cultivates a culture of both individual behaviours and team responsibility for problems that affect work outcomes & team effectiveness.

Communication skills

Able to talk clearly & confidently with people at all levels both inside and outside the organisation.

Accurate analytical judgement

Adopts a systematic approach when analysing a large volume of disparate information.

Change orientation.

Identifies opportunities for new ways of working and providing services as a result of best value reviews & other initiatives.

Decision making and problem solving.

Takes account of constraints and resources in coming to a decision; assesses risks involved. Judges when to make quick decisions and when to take a more cautious line. Makes decisions that accord with business and strategic objectives.

Influencing and negotiating

Recognises and deals effectively with conflict / competing perspectives.

Adopts the most appropriate style(s) of negotiation to suit the approach of the other party.

Strategic business planning

Takes account of cross divisional and departmental relationships and external partnerships in planning & delivering services.

Customer Orientation

Provides innovative solutions to establish customer focused services. Able to communicate with diverse audiences and maximise customer participation. Demonstrates creative use of information and communication technology.

Essential experience:

Previous experience of working/managing within a professional business. Managing and delivering projects within a financially constrained environment.

Successfully operating in a partnership environment with a diverse range of internal and external stakeholders.

Excellent written communication skills, and the ability to present to diverse audience.

Responsibility for the management of devolved/delegated budgets.

Experience in contributing to and developing and monitoring contracts with external legal providers.

Additional Requirements: As and when required negotiate with external legal providers, principal lawyers and clients in relation to service levels, volumes of work, standards and payments.

Contribute to the management of the Legal Division as a member of the Senior Leadership team.

To assist in delivering the corporate objectives and to operate effectively within a corporate context.

To represent the Legal Division, the Directorate and the Council, both at internal working groups and at meetings between other local authorities and central government departments

Ensure that all Legal Division records are appropriately maintained, in particular time recording, performance monitoring reports and systems.

Assist in implementing and maintaining quality and practice management standards and systems (e.g., LEXCEL) and achieve performance targets as required from time to time

Undertaking internal audits on all aspects of the quality system (LEXCEL) and to ensure that all work is completed within quality standards

Staff Responsibility: Day to day management of support staff ensuring adherence to the Solicitors Regulatory Authority practice management standards and standards required under Lexcel accreditation, and Best Value requirements.

Be responsible for the recruitment, development and motivation of all staff within the Legal Business support team and to act as recruitment manager for all legal division.

Monitor the workload of staff and appraise them regularly in line with Council Policy.