

Job Description

Job Title	Practice Manager
Directorate	City Law & Governance
Service Area	Legal Services
Grade	7
Competency Level	1
Salary	£38,223 to £43,421
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	

Job Purpose

- To be responsible for supporting the Head and Deputy Head of Legal Practice & Business to ensure continuous improvement in aspects of the service and across the wider City Law & Governance Directorate
- To supervise the work of Legal Practice Officers and Apprentice Business Administrators
- Distribution of administration support provided across wider Directorate

- To contribute to the effective operational management of the team to deliver a high
- quality and cost-effective legal service

Directly Responsible For:

- Legal Practice Officers and Apprentice Business Administrators

Directly Responsible To:

- Head/Deputy Head of Legal Practice & Business

Main Areas of Responsibility:

- To have Line Management responsibility for ensuring that support staff undertake tasks allocated within set timescales
- Plan and prioritise allocated work efficiently and effective diary management to ensure deadlines are complied with in a timely manner
- Prepare reports, documents, minutes, and correspondence taking notes at meetings/hearings as required
- Co-ordination of Directorate & Service wide support e.g. recruitment, finance, admin
- Provide directorate wide support in relation to the procurement and delivery of services and goods
- Support the Directorate's work experience programme and internship placements including the marketing of the Service across Universities and Schools

- To assist with the collection of data/information to support the operational requirement of the Legal Service
- Record/report management, plus support to gaining and maintaining Lexcel accreditation
- To work flexibly and collaboratively with their own team and across the wider Directorate as and when required
- To provide support to other teams if requested to do
- Monitoring of corporate compliance and information governance
- Ensure effective operational use of all service resources by regularly reviewing working methods, systems, and equipment
- To proactively maintain and improve client relationships
- To act in accordance with and promote the Nolan Principles in the council
- To be flexible with regards to working hours to ensure that service needs and client requirements are met
- This job description is not intended to be either prescriptive or exhaustive, it is issued as a framework to outline the main areas of responsibility at the time of writing. The job holder will carry out such other tasks as may reasonably be required

Supervision and Management Responsibility:

- Ensuring activities are planned and matters are delegated effectively to Legal Practice Officers and Apprentice Business Administrators
- Ensuring that Legal Practice Officers and Apprentice Business Administrators undertake allocated tasks in a timely manner and to a high standard
- Ensuring activities are planned to include meaningful one to one conversation, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively
- To supervise and motivate staff across the Legal Practice and Business support team

Budget and Financial Responsibility:

- Being accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Ensuring that use of external counsel / legal advice is not commissioned unless necessary and in accordance with agreed procedures

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role will require using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential Criteria

- A good standard of education with demonstrable experience of working within the area of specialism (A)

Desirable Criteria

- Good working knowledge and understanding of a Practice/Business unit environment

Experience

Essential criteria

- Excellent communication skills both orally and in writing. (A/I)
- Excellent drafting skills (A/I)
- Experience of using case management systems and Office 365 applications effectively. Good keyboard skills (A/I)
- Ability to analyse and solve a variety of complex problems with minimal supervision (A/I)
- Ability to work under pressure and meet deadlines on a diverse workload (A/I)
- Ability to develop good working relationships with managers and officers (A/I)
- Ability to work collaboratively at all levels and in a non-hierarchical way (A/I)

- Ability to be proactive and have the energy, commitment and resolve necessary to get the job done (A/I)

Commitment

- A commitment to acting in line with the Nolan Principles and the Council's statutory duties
- A commitment to adhering to the Council's diversity and inclusion policies
- A commitment to gaining a greater understanding of the workings of Local Government Law and Practice