

London Borough of Tower Hamlets

Job Description

JOB TITLE:	Practice Manager
GRADE:	M
POST NUMBER:	A200100501
DIRECTORATE:	Governance
SERVICE:	Legal
RESPONSIBLE TO :	Divisional Director - Legal
RESPONSIBLE FOR:	3 x Practice Officers
	DBS not required This post is not politically restricted
JOB SUMMARY:	To work alongside DLT and Senior stakeholders leading on practice management performance, financial management and other duties as required. To ensure optimum performance in each team, manage performance indicators, case management (legal) and process chargeable and non-chargeable information To manage and administer the department's contractual register, archiving, filing and sealing for the teams. To ensure the safeguard of the Council Seal in line with the constitutional and legislative requirements
ROLE REQUIREMENTS:	
1.	To manage, co-ordinate, train and motivate staff within the team to provide a comprehensive practice management service to the legal department.
2.	To devise and implement appropriate systems and provide training for the team to ensure best practice and maintain quality standards in accordance with service agreements and any professional quality standard.

3.	Work with the Legal Senior Leadership Team to ensure delivery and performance monitoring of external legal contracts and reports to external clients.
4.	To lead, devise, set up, implement and train on any new procedure to ensure best practice in Legal Services and accurate, responsive, integrated processes.
5.	To work with the Legal Senior Leadership Team to devise systems and processes to endorse the development of business efficiency across the department.
6.	Undertake research and the production of statistics in relation to business aspects of departmental functions in consultation with stakeholder. Interpret and evaluate results and recommend action to be taken.
7.	Provide management reports on time recording, income and other areas as required by the Legal Senior Leadership Team and / or Corporate Director.
8.	To manage and oversee the production of monthly and quarterly reports statistical information and other papers as required using time recording data and other available information as agreed.
9.	To ensure the Legal Department's internet pages and intranet including but not limited to producing bulletins, updating and amending documents and internal procedure notes.
10.	To effectively liaise with the Corporate IT section to ensure system continuity remedial action on all systems matters for business continuity purposes and completion of system testing for upgrades and development work in respect of the legal case management system.
11.	To act as project manager on key business developments and initiatives throughout the department.
12.	Assist the Corporate Director on strategic management issues, projects and initiatives across the Directorate as required.
13.	To manage the use of all temporary and agency staff in accordance with corporate policies and procedures.

CORPORATE RESPONSIBILITIES	
14.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
15.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
16.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
17.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
18.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
19.	To initiate and present as requested from the Legal Senior Leadership Team reports.
20.	To provide comprehensive briefings to managers, team and individuals on statistical information, performance and monitoring exercises.
PEOPLE	
21.	Lead on the SLA with internal and external clients, produce reports and other information required under the SLA including, but not limited to, review meetings, resolving complaints, queries over charging regime and any other aspects of the SLA
FINANCE	
22.	To review and monitor budgets on a monthly basis identifying under and overspends which may affect forecasts and end of year outcomes and assist the Divisional Director in the provision of the monthly forecasts. To also assist the Corporate Director on other areas of the Directorate.

23.	To lead and control within budget the requisition of goods, services and resources to enable the department to function efficiently.
SERVICE	
24.	Develop, organise and deliver effective legal services, procedures and mechanisms to support the on-going accreditation for Lexcel and advise on updates and revisions as required to meet the standard for each assessment. To lead on the inspection.
25.	To provide guidance to all members of the Legal Department on all Lexcel procedures to ensure accreditation is retained and ensure the specific responsibility for the Office Manual, (it is fit for purpose), including forms and key documents. To lead on disseminating information regarding changes to Legal Services.
26.	To be responsible for arranging the Lexcel assessment, gathering of evidence for the Lexcel Assessor and overseeing preparation by fee earners.
27.	Promote the quarterly monitoring and review of Service/Team plans to DLT and take the lead role in quality accreditation and Lexcel.
28.	To be responsible for devising and testing the Business Continuity Plan for the legal department.
29.	To be responsible for compiling the Health & Safety Risk Assessments for the department
PERFORMANCE	
30.	To lead on specific information gathering exercises to assist in benchmarking, FOI responses and business efficiency initiatives in the department.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification for the Post of Practice Manager			Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
1. Knowledge		Knowledge of business planning in large complex organisations	E	A I
		Good knowledge and skills of IT packages, Word, Excel and Internet	E	A T I

2. Qualifications & Experience		Demonstrable experience of working at the highest level dealing with Directors/Service Heads in business planning and operations.	E	A I
		Experience in managing staff	E	A I
		Experience of a high level strategic approach to business management, organisational processes and policy formulation	E	A I
		Experience of performance management and business planning in a large organisation	E	A I
		Experience of managing contracts or reviewing services against quality framework or performance indicators	E	A I
		Experience of dealing with customers' complaints and concerns	E	A I
		Experience of budget management, forecasting and assessment of risk.	E	A I
		Experience of Human Resource functions and implementation of policies and procedures to address staffing issues.	E	A I

	Living the TOWER Values sets out the essential behaviours required of all staff. They are aligned to the organisation's five TOWER Values		
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Building relationships Takes action to improve team culture and improves relationships across the council and with partners to achieve the best outcomes.	E	A I
We are OPEN and transparent	Communicating clearly Thinks about the people they communicate with and adjusts their style accordingly.	E	A I
We are WILLING to challenge, innovate and be accountable	Being accountable Takes accountability for delivering clear goals and targets, whilst setting high standards, for self and others.	E	A I
We empower each other to be EXCELLENT and go the extra mile	Making colleagues feel appreciated & valued Actively recognises the successes and achievements of others, acknowledging them in creative ways.	E	A I
We RESPECT all communities, they are the heart of everything we do	Respecting diversity and being inclusive Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service.	E	A I
Additional Requirements	Willing to undertake evening and weekend work when required	E	A I