

Interim Legal Operations Manager

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Job Description

Job Title	Interim Legal Operations Manager
Location	Mix of remote working and attendance at Civic Offices, Reading
Grade/Salary Range	RG10 scp 50 - 53 (£54,878 - £58,973)
Service/Directorate	Legal & Democratic Services/Directorate of Resources

Job Purpose

1. Assisting the Assistant Director to lead the Legal Service Department's legal function (along with a respected Shared Service with external clients), driving change projects that improve quality and performance, while providing highly effective management of the service in the challenging circumstances presented by an improvement phase.
2. Support the Assistant Director of Legal and Democratic Services to deliver a comprehensive restructure of the department and implement the change effectively.
3. Support the Assistant Director in the delivery of the Legal Service Strategy, to ensure that it is embedded within the department.
4. Support the effective functioning of the Legal Services Management Team.
5. Provide information to existing clients at Assistant Director level and above.
6. Support the Shared Service Governance Board to provide information and accountability to external clients and support good decision making.
7. Manage improvement projects in the Legal Services Dept.
8. Lead the delivery of improvements to the Iken case management system.
9. To lead on the delivery of high-quality legal services to the existing and future client group.
10. Take a lead role in transforming and strengthening the organisational culture, ensuring that our 'Team Reading' values and approach are lived and embedded.
11. Forming strong relationships with senior managers across Berkshire.
12. To contribute at both a strategic and operational level in order to identify legal priorities and how they fit with wider organisational objectives.
13. To contribute to the overall management function of the Legal Services Department.

Designation of Post and Position within Departmental Structure

The role reports to the Assistant Director of Legal Services.

Direct Reports - This is a new role and pending the restructure, there are no direct reports at present.

Main Duties and Responsibilities

1. To lead the Legal Service, in conjunction with the Assistant Director of Legal and Democratic Services and to provide high profile direction, leadership and guidance to a range of staff involved in the day to day running of the Legal Services department.
2. To support the Assistant Director of Legal and Democratic Services in developing the Team's short and long term service delivery strategy focussing on quality improvements, timely delivery and cost effective value for money services. Develop strategic plans and business cases to respond to clients' changing needs.
3. To support the Assistant Director to deliver Lexcel accreditation and embed the quality system in the department.
4. To build and sustain appropriate staff resource to ensure that a high level of support is provided to the lawyers in the Legal Services function by starting to develop the Legal Operations function of the department.
5. Promoting excellent relations with existing clients and developing links with potential new clients.
6. Develop new policies to support the Legal Operations function.
7. Contribute to the development of the annual service plan and budget in support of corporate objectives.

Information Common to all Reading Borough Council Job Descriptions

1. All work performed and duties undertaken must be carried out in accordance with relevant Council and Departmental policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.
2. This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.
3. Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

Health & Safety/Risk Management

1. Ensure that all aspects of the Council's Health & Safety Policies and Procedures are adhered to.
2. Be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of corporate and service objectives.
3. Be available to assist in Emergency/Disaster Recovery situations.

Contacts and Relationships

At this level the post holder will have significant contact with and senior officers of the Council and other clients along with Elected Members as required. As one of the lead officers for this area, the post holder may have contact with the public through engagement led by the Council as well as planned and unplanned communication with local media.

Scope of Job (Budgetary/Resource Control/Impact)

1. Legal Services is approx. £5m revenue budget plus £2.5m external procured expenditure.

Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post No Check Required

<i>If *, does the post require a check against the list of people barred from working with vulnerable adults?</i>	NO
<i>If *, does the post require a check against the list of people barred from working with children?</i>	NO
<i>What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)</i>	N/A
<i>Is this post “politically restricted”?</i>	YES
<i>Responsibility for Health & Safety:</i>	LEVEL 2
<i>Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified</i>	N/A
<i>Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above</i>	N/A

Person Specification

Qualifications/Education/Training

1. Appropriate financial, legal or management qualifications
2. Evidence of continuous management development

Experience

1. Significant experience of delivering legal or other professional services at management level.
2. Proven experience of developing and delivering strategies that support organisational ambitions and priorities.
3. Managing a range of legal or professional services within an organisation of comparable scope and complexity.
4. A successful track record of working with partners to negotiate, agree and influence outcomes to help further corporate objectives.
5. Significant experience as an efficient and effective people manager, leading, motivating, managing and developing a professional function and teams to achieve desired outcomes.
6. Experience of successfully managing budgets of a comparable scope and scale.
7. A successful record of delivering high quality professional and customer-focussed services.
8. Supporting Boards with appropriate management information and reports.

Skills, Abilities & Competencies

1. A strong corporate player, able to develop shared approaches with colleagues across the council and beyond and enable joined-up planning and shared values and objectives.
2. An enabler, with the ability to manage a wide range of complex issues and agendas at the same time and drive change through influence and diplomacy.
3. Tenacity and resilience, for example challenging existing ways of doing things and raising performance and standards.
4. The ability to lead, develop and motivate staff and teams (including virtual teams and project teams) to effect change and deliver improvement and achieve desired outcomes.
5. Excellent judgement and analysis with the ability to broker solutions to complex problems.
6. Creativity and imagination in seeing new approaches, painting the vision, overcoming obstacles and showing that ambitious goals can be achieved.
7. Ability to provide timely and accurate advice for Boards to develop and articulate the strategic direction for the organisation.
8. Commercial awareness and approach, recognising the importance of value for money in all Council activity.

9. Ability to work collaboratively with stakeholders, obtaining the trust of a wide range of individuals and organisations, working as part of multi-function teams.
10. Commitment to and understanding of equalities issues in service delivery and employment, with a commitment to corporate policies including the Equal Opportunities Policy and to ensuring that the service is compliant.
11. Excellent communication and negotiating skills with the ability to present complex issues in a simple and easy to understand way for internal and external audiences.
12. Ability to manage conflicting demands to tight timescales.
13. Ability to work flexibly.

Specific Working Requirements

None.