

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Deputy Practice Manager
Grade	PS10	Reports to (role title)	Practice Manager
		Directorate/School	Resources
JE Band	371-438	Service/Department	Legal Services
		Date Role Profile was created	Mar-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	This role will manage the day to day functions of Practice Support processes such as finance processes, post, legal records, deeds, sealing, secretariat support and general admin of IT support, IT, Equipment etc. The role holder will have 6 colleagues directly reporting to them in order to ensure a consistently high quality administration service is provided to the lawyers within the department. Reporting directly to the Legal Services Practice Manager, from whom they will take their strategic direction, the post holder will be responsible for implementing practices and procedures within their team that enable and support the smooth running of legal services, as well as ensuring compliance with Lexcel standards. The role holder will take accountability for the development and maintenance of the case management system and lead in the upskilling of legal colleagues in this and other technologies. The role holder will be required to track the performance statistics of the practice, record and report budget spend and financials to the Senior Management Team. The role holder will take responsibility and accountability for assigned projects within the service. The post holder will deputise at meetings for the Legal Services Practice Manager. The role will lead by example in modelling and embedding the council's values and behaviours across the service.
Work Context	Legal Services is developing a flexible and multi-disciplinary working environment to deliver a fit for purpose legal service. Accordingly, you will be expected to develop Lexcel compliant processes and systems to support in the efficient running of the service. Legal Services operates in a paper light environment, with minimal physical storage. The role holder will be required to manage and record their work contemporaneously using our electronic case management systems and keeping paper records to a minimum. We provide a flexible working environment with the opportunity to work remotely. Within our offices the role holder will be expected to hot desk.
Line management responsibility if applicable	The post holder will be responsible for a team of approximately 6 colleagues
Budget responsibility if applicable	The post holder will not be directly accountable but will be responsible for the tracking and analysis of the income budget as well as external legal spend. They will also be required to hold a Purchasing card for the service.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> Plan workloads and secure resources to enable the team/s to achieve a quality service. Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> Operate as an individual responsible for the delivery of a high level and complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. Ability to understand, meet and exceed customer expectations. Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. Proven ability to manage a range of projects through to completion. Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. Previous management experience including staff supervision, development and organisational skills.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>The role holder will need to be able to demonstrate a clear understanding of Lexcel requirements, be A Level or Degree qualified, have extensive experience of managing a small team and be confident in delivering training and mentoring to staff at all levels. Being proficient in all Microsoft and legal Case Management products would be beneficial but not essential.</p>
<p>Role Summary</p>	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>

