

JOB DESCRIPTION FORM

Job Title: **Head of Service – Legal Services and Deputy Monitoring Officer**

Job Holder:

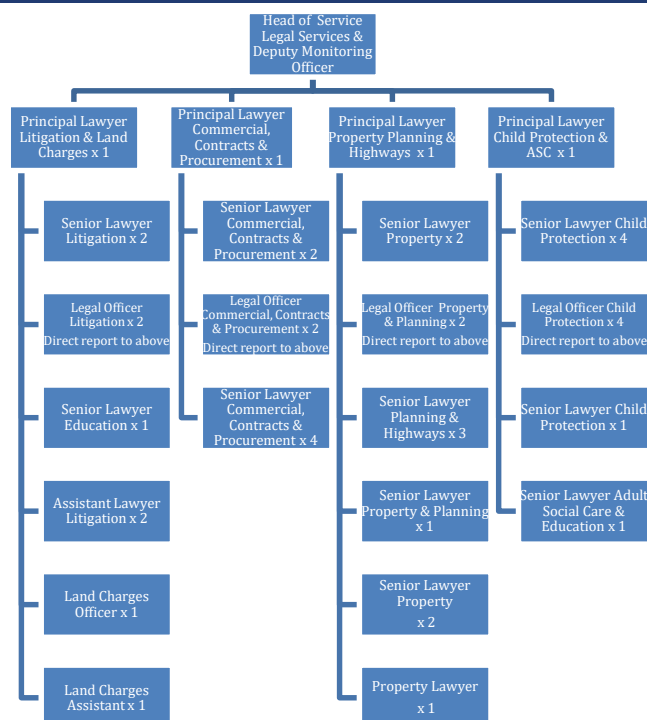
Reports to: **Neil McArthur - Director of Legal and Governance and Monitoring Officer**

1. Job Purpose:

The post holder will act as operational lead for the delivery of Legal and Land Charges services within the Council.

The post holder will also take collective and shared responsibility for the effective leadership and management of the Council's services and delivery of improved outcomes and the achievement of value for money.

2. Organisation:



3. Leadership and collaboration:

Demonstrates compassionate and inclusive leadership through the line management of services for whom the post is accountable and provides strong and motivational leadership to drive continuous improvement, efficiency savings and higher levels of satisfaction for residents.

Actively understand the challenges faced by colleagues across the organisation to be able to support the delivery of corporate objectives.

Actively promote and role model the council's priorities and ways of working, values and behaviours to ensure they are delivered throughout the service.

Develop and implement effective communication and engagement arrangements with all stakeholders to facilitate effective relationships that drive improvements in service delivery.

4. Governance:

Understand and uphold the Constitution, Scheme of Financial Delegation and Contract Procedure Rules of the Council and ensure that they are followed throughout the directorate.

Support the democratic process, providing advice to elected members on the appropriate response to local and regional matters as well as the internal business of the Council.

Champion effective management of risk and the active response to audit findings in relation to service delivery. Be jointly accountable with others in the Directorate for the local risk register and any aspects of the corporate risk register and corporate risk framework of the Council relevant to services areas that the postholder is accountable for.

Ensure that teams under the postholders sphere of influence fulfil their duties in relation to standards, complaints and scrutiny, maintaining an open culture of transparency, accountability and ownership, taking responsibility for mistakes, putting them right and learning lessons for future improvement.

Promote, preserve and protect the health, safety and wellbeing of councillors, employees, service users, contractors and partners in the provision of Council services, ensuring that the provisions of all relevant legislation are achieved, such as the Health and Safety at Work Act 1974.

5. Innovation:

Champion innovation by being open minded to new and radical ways to deliver services, actively seeking out good practice from others to learn from to develop our own service design and delivery.

Promote a culture of continuous improvement by encouraging colleagues to share ideas, take appropriate risks, and recognising innovation.

Champion and embed a performance and quality assurance culture that delivers results through rigorous open challenge, personal accountability and continuous improvement.

6 Equality, Diversity and Inclusion:

Promote an organisational culture that is positive, safe, respectful and compassionate, as well as open to change and feedback enabling everyone to feel empowered and valued.

Act, at all times, in ways that create an inclusive environment where people can thrive and be empowered to do their best. Role model good behaviour and practice and proactively seek ways to ensure staff feel valued and develop a sense of belonging.

Demonstrate awareness of the diverse needs of our residents to inform the decisions made about the services we deliver and ensuring a robust approach to equality impact assessments and their application to employment, service delivery and policy development.

7. Finance:

The post holder is directly responsible for a gross budget for this directorate of £1.9 million and will:

- continually review and reshape service delivery to achieve financial efficiencies and maximise opportunities for income generation, whilst maintaining the highest standards of service delivery
- ensure the effective management and deployment of all appropriate budgets in line with agreed financial processes, envelopes and savings, including contract budgets for people services and pooled budgets where appropriate.
- ensure that all fee earning staff meet their weekly annual chargeable hours targets

8 Staff:

The postholder will be responsible for a workforce of approximately 39 employees

9. Principal areas of accountability:

- Be accountable for the provision and development of Legal Services
- Deputise for the Director of Legal and Governance as required and undertake the role of Deputy Monitoring Officer
- Be responsible for the Legal Services budget including monitoring and reporting with a view to deliver savings and a cost-effective service
- Personally provide high quality and timely legal advice and professional work to Corporate Directors and their directorates within the Council
- Ensure that the Council receives timely, effective and customer focussed legal advice that appropriately meets the needs of all stakeholders and customers
- Develop an effective and resilient team including reviewing effectiveness of existing working methods and devise creative approaches to service development in collaboration with relevant staff
- Support the discharge of the statutory duties and responsibility of the Monitoring Officer, promoting high standards of conduct across the Council
- Procure and act as the contract manager for external legal services and advice
- Lead on a broad range of legal functions within Legal Services and be accountable for the wide range of advice on critical, sensitive and strategic statutory services
- Undertake other duties and responsibilities of a similar nature as may be required from time to time.
- Resolve the most complex and high-profile legal issues, identifying effective solutions and establishing precedents.
- Review and advise on new legislation, case law and other developments.
- Represent the services at relevant Committees. Also represent the Council on relevant outside bodies, government bodies and other agencies as is appropriate to the services.
- Be an integral member of the Law and Governance Management Team providing advice and leadership to all colleagues and advice and support to Councillors
- Be accountable for the scale, management and organisation of resources and assets within the Legal service to meet corporate standards of performance

- Identify and promote new and innovative opportunities to develop the Legal service for the future including alternative methods of service delivery.
- Advise the Director of Law and Governance of all legal risks resulting from service client decision making, escalating concerns or issues in a timely manner whilst seeking to find resolutions for service managers and managing and resolving conflict which may arise.
- Manage own professional development, keep up to date with relevant statutory legislation, regulations, standards, service developments and initiatives and the Council's policies and procedures to provide high-level legal advice to service clients and legal staff.
- Be responsible for the promotion and implementation of all the Council's policies and procedures including equalities and diversity, health and safety, security and the use of personal data.
- To be the commercial lead for the practice, leading on the procurement and management of our case management system with a focus on good value for money.
- To establish robust financial processes for charging and recharging clients and recovering income.
- To be responsible for all work to develop income for the service
- Responsible for day-to-day monitoring and operation of the finances of the service, including billing, receipts and credit control, working in close collaboration with the Finance Business Partner.
- Support the development of current and future business opportunities, to promote the service
- To be responsible for all workflows, processes and procedures that operate in the service to ensure that they are delivering efficiency savings and to direct legal team managers in the reforms of their processes
- To develop and lead the staff development – being responsible for the recruitment, retention and development schemes for all staff including the creation and delivery of legal trainee schemes, apprenticeships and other development schemes.
- To lead on client engagement around practice performance

10. Areas of responsibility:

The post holder will be responsible for all areas of Legal Services and Land Charges

11. Key relationships:

Manager (Director of Legal and Governance)

- 1:1 meeting once every 4 weeks
- Annual performance conversation and mid-year review.
- Regular e-mail, telephone and personal contact and ad hoc meetings as required.

Direct reports

- 1:1 meetings monthly.
- Regular e-mail, telephone, personal contact and ad hoc meetings as required.

Other contacts

- Other department colleagues
Once every six weeks for departmental team meetings

12. Decision Making Authority:

Takes operational decisions (when deputising for the Director of Law and Governance relating to the service areas

Informs and/or consults the Director of Law and Governance and/or Chief Executive if deputising, about all politically sensitive and complex matters relating to the business of Legal Services

Contributes to the development of strategic business and financial plans for the service in the context of a collaborative corporate and departmental planning framework.

Contributes to the financial decisions within the overall budget directorate and corporate standing orders and financial regulations.

Supports and deputises for the Director of Law and Governance in respect of all Monitoring Officer duties.