

Post Specification

Post Specification - Key Information

- **Post Title: Practice Manager - Legal & Democratic Services**
- **Date: March 2026**
- **Post Group Number: 6927**
- **Job Family: Organisational Support**
- **Job Family Role Profile: OS14**
- **Final Grade: 14**

To be read in conjunction with the job family role profile.

Service Area Description

This post works closely with the Chief Legal Officer and Senior Management Team and will work across all areas covered by the Service, and with external and internal partners and stakeholders as appropriate to the business.

Purpose of this Post

To lead the development, coordination and delivery of the corporate, regulatory and strategic planning arrangements of the department; supporting and coordinating day to day business and to support the Council's strategic planning and corporate management arrangements within the department.

To drive, coordinate and support Department improvement activity and Training and Development needs.

Key Job Specific Accountabilities

1. To work with the Chief Legal Officer and Senior Manager- Legal to lead, develop, manage and drive through delivery of the annual Service Plan to enable Legal, Governance and Democratic Services to support the organisation's aims and objectives in the Council Plan
2. As a member of the Department Senior Management team, support the development and implementation of the Department's key plans – leading, facilitating and supporting BAU and business change activities as required.
3. Lead, develop, maintain and continuously improve the integrated business systems and processes of the Department ensuring that planning, performance, business continuity, emergency planning, risk and health & safety, efficiencies, management information, democratic processes, customer feedback and other relevant aspects of business management function meet the needs of the department, corporate governance requirements and deadlines. Support with recruitment and onboarding activities.
4. Continuously, monitor and report on departmental performance, including budget monitoring, through interrogation of system data, analysis of raw data, conversion to statistical data. Develop close links with the finance team especially the Finance Business Partner. Produce monthly performance reports, making appropriate recommendations and challenge for

improvements so that departmental performance at corporate and service delivery level is seen to be high performing and managed effectively.

5. Provide a focus for systematic quality assurance and auditing in the Department to inform help drive up standards and performance.
6. To ensure the department has the appropriate governance structures in place to provide assurance to the organisation that the department is well run and has high quality assurance mechanisms in place to reflect compliance with corporate policies to inform and help drive up standards and performance.
7. Act as intelligent client liaising with internal and external clients and suppliers
8. To lead as directed on projects on behalf of the service working with a range of internal and external stakeholders, building effective relationships to achieve the desired outcome
9. Work with solicitors and other legally qualified staff to support the business partnering approach to ensure the effective delivery of the full range of practice management functions and compliance with the range of legal regulatory standards. and deliver a Legal service which meets the Council's needs and priorities
10. Review and develop systems, practices and policies across the department to ensure compliance, business efficiency and maintenance of practice standards.
11. Interrogation of file management information including providing month-end information for each client service to support business partnering and file review processes.
12. Assisting and carrying out instructions and tasks given by the Chief Legal Officer (Monitoring Officer) and Senior Manager- Legal specific to the role

Key Facts and Figures of the Post

- **Budget Responsibilities:** No direct budget responsibilities
- **Staff Management Responsibilities:** Some allocation of work and day to day supervision (but not direct line management) within the service.
- **Other:** Other ad hoc duties as required

Essential Criteria

- **Qualifications:** Degree Level/ or equivalent demonstrable wide experience providing enhanced lead support within a legislative, regulatory, or technical service / framework, with the ability to interpret, absorb and put into practice the relevant terminology, information and/or solutions
- **Knowledge:** Knowledge and experience of using finance systems and data would be desirable. Detailed knowledge of the regulatory requirements for the legal profession including the Solicitors Regulation Authority, Bar Standards Board and CILEx and procedures relating to individual and in-house compliance with regulatory standards.
- **Experience:** Experience of leading and delivering Service wide training sessions and facilitating Team sessions with minimal supervision. Experience of compliance in a regulated or statutory

setting. Project management experience and skills with the ability/ experience of undertaking and managing complex projects. Experience of ICT/case management within a compliance or regulatory setting

- **Expertise:** Proven ability in working to very tight deadlines, and organising workload according to fast changing priorities. Able to influence and negotiate with colleagues and stakeholders at all levels. Strong analytical skills with the ability to drill down, analyse and interpret raw data and convert it into statistical information

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** normal
- **Physical Demands:** minimal
- **Working Conditions:**
- **Other Factors:**

Other Factors:

- Full driving licence and ability to travel may be required on occasion to meet the needs of the service from time to time.