

Oxford City Council

Building a world class city for everyone

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Career Opportunity

Job Title	Law & Governance Practice Team Leader
Job reference	001832
Service Area / Directorate	Law and Governance
Salary and Grade	G8: £40,696 to £41,679 per annum - (pro rata for part time)
Contract	Permanent
Hours per week	37
Location	Work from home/ Oxford - St Aldate's Chambers

The role

We currently have an opportunity for a Practice Team Leader who will be responsible for the delivery of business and administrative support to a range of disciplines within the Law and Governance Service.

Professional, effective business and administrative support is essential to the Service and we are looking for a highly organised, enthusiastic and proactive individual, with a commitment to excellent customer service to join us. You should be a team player, flexible in approach, a creative thinker that can influence and drive progress, be keen to work to quality standards and be willing to get involved all areas of the Service's work and want to play a prominent role in helping the Service to develop and improve.

Oxford is a vibrant and dynamic City with a global reputation and the City Council sits at the centre of it all. We are an evolving organisation that plays an influential role in the success of the City. Working closely with our partners, we are driving a progressive agenda that is building stronger communities, tackling climate change and helping the economy to thrive.

It is a brilliant time to join Oxford City Council and this role will sit at the centre of all that we are trying to achieve in the Law & Governance Service. The Service, which operates at the heart of the Council, is responsible for the democratic and political management arrangements of the Authority, electoral registration and the conduct of elections, information governance across the Authority, corporate and Ombudsmen complaints, emergency planning and the provision of the full range of legal services to one of the most efficient, effective and ambitious councils in the country with high aspirations for the city.

We are seeking a passionate individual who is motivated by working for an inclusive and diverse organisation that is determined in its ambition to build 'a world class city for everyone', ensuring 'excellent public services are at the heart of everything'.

About us

Oxford City Council prides itself on delivering high quality, cost effective public services. Oxford is a world class city and the Council has high aspirations for its services and employees. We are a multi-award winning Council and in May 2017 we were re-accredited at Gold level for Champion IIP status. Our other awards include the Institute of Revenues Rating & Valuation (IRRV) 'Excellence in Innovation (General)' winners 2017, Oxfordshire Environment Partnership (OEP) 'Best Food Waste Reduction and Collection System', and several 'Team of the Year' national and regional awards across our Service Areas. This builds on our previous success in achieving 'Council of the Year' in 2015. We are accredited with the Customer Service Excellence Quality Mark which helps us to ensure that the customer is always placed at the heart of everything we do.

With over 700 staff dedicated to delivering the best service possible to our communities this is an exciting time to be working in Local Government. We focus on improving outcomes for local people and you might be surprised at the range and quality of the services we provide.

We offer a fantastic range of staff benefits that include generous holiday (from 28 days a year plus bank holidays), local government pension scheme, subsidised leisure membership, discounted travel and flexible working in many roles. We offer well-defined opportunities through our learning and development programme. We also have an employee wellbeing programme, an employee assistance programme and support via our dedicated occupational health service.

How to apply

More information is available on the role profile document. Please read this document to ensure that you meet our requirements. More information about working for the Council, our values and vision, is available on our web site.

Applications should be made via our online application system (no CVs please).

For further information and how to apply online, please visit www.oxford.gov.uk

If you are unable to access our website please call **01865 252848**.

Note: For roles that require a DBS Certificate (Enhanced and or Barred List check), candidates are required to supply their complete work history. Please ensure you explain any gaps in your work history. **Coronavirus information: It is intended to conduct interviews via a video**

conferencing platform such as Zoom or Jitsi; please contact us if this is not an option for you. For most roles the successful applicant will be expected to work from home for the immediate future. They should ensure that they have reliable and secure wifi access; a suitable workspace and are prepared to undertake distance learning and training.

Closing Date: 03 December 2020

Late applications will not be processed

Interview Date(s): 15 December 2020

For an informal discussion about the post please contact Anita Bradley
e-mail ajbradley@oxford.gov.uk or call 01865 529107.

We are an equal opportunity employer:

We value the diversity of our people and actively seek to have a workforce that represents the rich diversity of the community we support. We have policies in place to ensure that every applicant and employee can flourish and succeed. Currently we are underrepresented in some areas, and would particularly welcome applicants from BAME communities. All applicants will be given fair consideration for work and will not receive less favourable treatment on the grounds of any protected characteristic.

Oxford City Council is not currently licensed as a sponsor and cannot employ migrant workers outside the European Economic Area and Switzerland under the Point Based System rules, issued by the UK Border Agency.



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Role Profiles

Role information

Job Title	Law and Governance Practice Team Leader	Post Number	HR use only
Position type	Permanent	Hours	37
Grade and Salary Range	G8: £40,696 to £41,679 per annum (pro-rata for part time)		
Location	Oxford		
Service Area / Directorate	Law and Governance		
Responsible To	Legal Services Manager	No. of employees	3
Budget (£)	N/A	Assets	N/A
Rehabilitation of Offenders Act 1974	Not Exempt	Additional Screening	N/A
Candidate Screening	Standard DBS Certificate		
Political Restriction	This post is not politically sensitive		

Role purpose

- To lead, develop and manage the business and administrative support arrangements of the Law and Governance Service.
- To deliver professional and effective business and administrative support to all teams within the Law and Governance Service, including sensitive and high profile areas of work and contact with elected members and members of the Senior Management Team.
- To work with awareness of the standards of professional conduct and behaviour expected of the legal and other professions within the Law and Governance Service as required by their regulatory /professional bodies.
- To work collaboratively with all members of the Law and Governance Service to deliver excellent quality services across the full range of functions provided by the Service.

Role responsibilities and main duties

- To plan, resource and deliver business and administrative support across the Law and Governance Service ensuring in particular that all members of the support team are able to provide support across the whole Service and that periods of pressure within Service teams are effectively resourced and supported.

- To support effective management and team meetings across the Service
- To lead and manage members of and the work of the Law and Governance Support Team including:-
 - oversight of the allocation of work
 - overall supervision of team members and their work
 - appropriate handling of the full range of personal data, confidential, commercially sensitive and high profile information
 - developing, implementing and documenting standard work processes for the team
 - taking the initiative for resolving issues and problems
 - attendance management
 - performance management including conducting and recording 121's and appraisals
 - identifying training and development needs and encouraging participation in appropriate training and development activities
 - giving consideration to and taking appropriate action in regard to the welfare and wellbeing of team members
 - supporting HR processes as requested or required
 - ensuring all the Councils' policies and procedures are deployed correctly within the team
 - participating in the appointment of team members and carrying out the induction of new team recruits
 - leading by example in modelling the conduct, behaviour and values expected of the Council's employees
 - establishing a working environment in the team in which individuals can excel
- To coordinate the implementation, development and maintenance of the Lexcel Practice Management Standard (including the Quality Manual) for Legal Services and to support other quality assurance programmes including Investors in People and Customer Service Excellence across the Service.
- To lead on the management, development and administration of the Legal Services case management system, including ensuring the effective use of the full suite of modules and the provision of timely performance reporting as required, and to support general systems and applications administration across the Service.
- To lead on the management and administration of the document management system used for the electronic storage of the Council's land holding title documents and ensure the timely availability of electronic documents to the Legal Services and the wider Council.
- To keep abreast of and advise the Service on the IT developments within the Council. To liaise with the provider of IT systems to the Service as required to support the best use of systems.
- To support the maintenance of key Service records and plans including but not limited to the Service Plan, Service Risk Register; Authorised Signatories and Proper Officer Registers; Learning & Development Plan.
- To support the Service's budget process including but not limited to budget setting, budget – monitoring (including for Legal Services supporting the monitoring of income generation and expenditure on external legal fees) and attendance at and recording regular budget monitoring meetings.
- To oversee the process for the timely raising of purchase orders and the payment of invoices for goods and services supplied to the Service.

- To lead on the procurement and maintenance of effective on line and hard copy legal research resources.
- To be responsible for the management of the Service's hard copy records including the Deeds Room; the central filing system; the law library; the minute books archive.
- To lead on the maintenance and development of the Service's intranet pages.
- To coordinate and support benchmarking and client satisfaction for the Service.
- To coordinate and ensure the timely completion of the bulk renewal of Solicitors' Practising Certificates and equivalent requirements of other professional bodies and the maintenance of practice records required to demonstrate compliance with the requirements of the Solicitor's Regulation Authority and other regulatory bodies.
- To develop and maintain good working relationships with all members of the Service to ensure a good understanding of their support needs.
- To develop and maintain good working relationships with administrative and support functions in Services and across the Council to ensure the best use of resources for the Law and Governance Service.
- To maintain awareness and understanding of new legislation and best practice relevant to legal practice management.
- To support best practice and joint working arrangements including administrative functions relating to the Oxfordshire Legal Hub and other external client relationships.
- To represent the Council locally, regionally and nationally on practice management, quality assurance and business systems issues.

The duties and responsibilities set out in this role profile are indicative of the role. They are however, subject to change and you will be required from time to time to undertake other duties commensurate with your grade.

Our commitment to Safeguarding

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. Each of the criteria below will be measured through, the application form (A), interview (I), test/exercise (T) or documentation (D).

Essential Criteria	A	I	T	D
Educated to A level or equivalent	✓	<input type="checkbox"/>	<input type="checkbox"/>	✓
Successful track record of delivering effective business support and administration	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Considerable experience of using business systems including case and document management systems	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>

Considerable experience and confident user of IT systems to produce documents and correspondence and to record and track progress of work	✓	✓	✓	<input type="checkbox"/>
Demonstrates strong analytical and problem solving skills	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Able to communicate clearly both in writing and verbally	✓	✓	✓	<input type="checkbox"/>
Able to work on own initiative with minimum supervision	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Able to organise and prioritise workloads, and manage conflicting priorities	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Able to work on efficiently under pressure and to tight deadlines while maintaining attention to detail	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Able to work collaboratively as part of a team and to lead, supervise and motivate a team	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of undertaking 121 supervision, appraisals and of the continuous development of team members	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Successful track record of gaining and holding the confidence of colleagues and clients and developing and maintaining excellent working relationships	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>

Desirable Criteria

A I T D

Experience of acting as a Practice Manager or equivalent	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Experience of coordinating, implementing and working to the Lexcel Practice Management or similar quality management standard	✓	✓	<input type="checkbox"/>	<input type="checkbox"/>
Business administration or equivalent qualification	✓	<input type="checkbox"/>	<input type="checkbox"/>	✓

Notes to candidates

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview you will be asked questions based on them.