

Directorate: Service area:	Resources Legal and Democratic
Accountable to:	Tier4A Delivery Lead Commercial and Practice Management
Accountable for:	
Politically restricted post	TBC
Delivery teams:	Legal and Democratic
Job Title:	Business Improvement and Development Officer
Grade:	Grade K

Context

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will actively promote and develop the external client base of Warwickshire Legal Services and Warwickshire Legal Services Trading Limited to develop long lasting, profitable and sustainable client base.

You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

You will drive our client relationship management programme including working with clients to build and maintain business intelligence and management information processes that work for both them and us.

You will take a key role in developing marketing materials and training the wider employee base within legal to promote our services and generate profitable income streams.

Specific role assignment

Delivery responsibilities	1. To actively support the team to develop its client base and achieve the objectives of our business plan and the Council's Medium Term Financial Strategy (MTFS).
----------------------------------	---

	<ol style="list-style-type: none"> 2. Support Legal Services' revenue and client growth ambitions, build strong working client relationships and drive the improvement of working practices and business development activity, providing assistance to the wider Commercial and Practice Support team as required. 3. Support the Strategy & Commissioning Manager, the Delivery Leads and Team Leads in all aspects of business improvement and business development. 4. Develop and drive our client relationship management programme (internally and externally) including working with clients to build and maintain business intelligence and management information processes that work for both them and us. 5. Develop and maintain effective business development tools and marketing materials to reflect the quality and ambition of the service 6. Proactively seek new business opportunities by contacting and developing relationships with existing and potential external clients 7. Ensure personal and Team compliance with Council policies and procedures, and client practices, as may be applicable. 8. Produce marketing materials and attend conferences and trade shows 9. Bid development and market analysis for future product development 10. Build strong relationships with commercial team, trading board and finance colleagues to enhance efficacy of role 11. Provide and monitor continuous improvement activity on back of customer feedback – front line delivery of customer relationship management programme <p>The Strategy & Commissioning Manager Legal and Democratic or his/her nominated representative may revise the work undertaken by the post-holder after discussion with him/her and he/she must be prepared to change and develop his/her role to suit the needs of the Service.</p>
Key business measures	Growth in external income to meet MTFS targets
Statutory responsibilities (if	n/a

<i>applicable)</i>	
Specific experience	<p>Significant experience of business development activity in a legal environment or similar regulated profession</p> <p>Self starter</p> <p>Able to work autonomously</p> <p>Collaborative team player with excellent communication skills across a diverse client base</p> <p>Ability to build strong relationships</p>
Specific qualifications/and registration	<p>Educated to Degree level or above</p> <p>Sales and/or Marketing qualifications, and legal market experience will be an advantage.</p>
Budget responsibility	n/a
FTE responsibility (line management)	n/a
Key stakeholder relationships	<p>Colleagues within Legal and Democratic</p> <p>External Client Contacts</p> <p>AD Governance and Policy</p> <p>Senior Leadership Team and Corporate Board Members</p> <p>Counsel and external providers</p>

Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> • Deliver in year service plan (1 year) • Effective contract and supplier management • Meet budget, savings and income targets

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> • Statutory compliance • Professional practice • Procedure compliance

- Execute the statutory or regulatory duties that are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"> • Deliver operational performance objectives • Manage the workforce • Deliver continuous improvement plans

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"> • Workforce development • Workforce planning

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"> • Monitors the service performance framework • Effective service design

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives

- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none">• Deals with performance issues• Maintains business continuity• Role model of how we work principles

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high-performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



Our Behaviours



Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

