

Delivery / Team Lead (Tier 4)

Directorate: Service area:	Resources Legal and Democratic
Accountable to:	Tier 3 Service Manager
Politically restricted post	TBC
Delivery teams:	Employment, Claims and Governance
Job Title:	Z443 Delivery Lead Legal Services – Corporate
Grade:	Hay E

Context

You will play an active role as part of our service team working in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities.

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

You will manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment

Delivery responsibilities	<ol style="list-style-type: none">1. Provide legal advice, representation and support to internal and external clients in area of specialism.2. Advise Officers and Members of the Council on legal, procedural, policy and corporate matters.3. Represent the County Council in Courts and Tribunals and other Forums4. Prepare reports, statements and any other material required in connection with the Council's or external clients' legal work.
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	<ol style="list-style-type: none"> 5. Share responsibility as a member of the Legal and Democratic Services Management Team for the effective operation and management of Legal and Democratic Services Team and the Governance and Policy Service. 6. Manage the team and related cost centres. 7. Ensure or assist in the delivery, maintenance and development of effective case, performance and quality management systems and other business and administrative systems 8. Support and attend committees of the Council and other member or Senior Officer bodies as required.
Key business measures	
Statutory responsibilities <i>(if applicable)</i>	
Specific experience	<p>Experience of managing high performing legal teams within a fast moving and complex public sector environment</p> <p>Experience of providing legal advice within a public sector environment</p> <p>Experience of advising and supporting elected members and in a committee environment</p>
Specific qualifications/and registration	Solicitor or Barrister registered with appropriate regulatory body and in possession of any necessary certification for undertaking said role
Budget responsibility	
FTE responsibility (line management)	3 Direct Reports - Team Leads Overall responsibility circa 15 across three teams
Key stakeholder relationships	<p>Elected Members</p> <p>Democratic Services</p> <p>HR and OD</p> <p>Insurers</p> <p>Senior Leadership Team</p> <p>External clients</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

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- 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

More specifically in relation to the relevant Team area, the post holder's responsibilities will include:

- Managing the Team in accordance with the Council's principles of leadership, accountability and performance management.
- Supporting the Service Manager in the management of Legal and Democratic Services and in the delivery of their services.
- Contributing to and participating in the modernisation of the organisation and the continuous improvement of services.

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- Building and maintaining effective relationships with key clients on behalf of the Service and being accountable for the quality and level of services provided to them.
- Supervising the provision of sufficient and cost-effective claims management for internal and external clients.
- Managing relevant budgets for the Service to achieve agreed financial objectives.
- Advice, representation and support to and in relation to:
 - All Directorates and their services
 - Internal and external clients
 - Strategic advice to Officers and Members
 - Member bodies, partnership boards and other corporate work
 - Generally as required
- The Strategy and Commissioning Manager Legal and Democratic and the AD Governance and Policy or their nominated representative may revise the work undertaken by the postholder after discussion with them and they must be prepared to change and develop the role to suit the needs of the service.

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

