

## Delivery / Team Lead (Tier 4)

<b>Directorate:</b> <b>Service area:</b>	Resources Legal and Democratic
<b>Accountable to:</b>	Tier 4A Delivery Lead Legal Corporate
<b>Politically restricted post</b>	Yes
<b>Delivery teams:</b>	Governance
<b>Job Title:</b>	Team Lead Senior Solicitor Governance
<b>Grade:</b>	Hay F

### Context

You will play an active role as part of our service team working in partnership with our Legal Service Management Team and colleagues to innovate our service delivery capabilities.

You will support the Service Manager and other Delivery Team Leads 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

<b>Delivery responsibilities</b>	<ol style="list-style-type: none"><li>1. To co-ordinate and manage a substantial and complex personal caseload of high value and complex governance and information governance legal work and operate at a senior solicitor level in all aspects of service delivery, applying sound judgement in reaching decisions and leading by example.</li><li>2. Provide accurate, succinct and timely legal advice, representation and support to Officers and Members of the Council, and external clients, on governance and information governance legal work as required and with a commercial/strategic insight.</li></ol>
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	<ol style="list-style-type: none"><li>3. Support the Strategy &amp; Commissioning Manager, the Delivery Leads and other Team Leaders in all aspects of the Legal Service as required, including in leading, developing and supervising the Team</li><li>4. Support the effective operation and management of Legal Services, including the delivery, maintenance and development of effective case, performance and quality management systems and other business and administrative systems.</li><li>5. Support Legal Services' revenue and client growth ambitions, build strong working client relationships and keep improving the legal services offer.</li><li>6. Manage and supervise your team and associated staff, provide professional supervision and conduct regular 1:1 meetings, appraisals, file reviews and other management support as may be required.</li><li>7. Advise, represent and support in relation to public sector law and procedure, governance and information governance law and generally as required.</li><li>8. Represent Legal Services at Council and other relevant partner and client meetings in a professional and competent manner where required to do so.</li><li>9. Maintain and develop sound knowledge of the law and procedure relevant to practice areas.</li><li>10. Build and maintain effective relationships with key clients and be accountable for the quality and level of services provided to them.</li></ol>
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	<p>11. Lead the Team on developing and sharing legal know-how with clients.</p> <p>12. Ensure personal and Team compliance with Division and Council policies and procedures, and client practices, as may be applicable.</p> <p>The Strategy &amp; Commissioning Manager Legal and Democratic, AD Governance and Policy or their nominated representative may revise the work undertaken by the post-holder after discussion with them and they must be prepared to change and develop the role to suit the needs of the Service.</p>
<b>Key business measures</b>	
<b>Statutory responsibilities (if applicable)</b>	<b>None</b>
<b>Specific experience</b>	<p>A track record of providing sound advice in areas of public sector law and procedure to include general governance and information governance advice</p> <p>The required skills to manage a team in a dynamic and fast paced public sector environment</p>
<b>Specific qualifications/and registration</b>	Solicitor or Barrister registered with appropriate regulatory body and in possession of any necessary certification for undertaking said role
<b>Budget responsibility</b>	None
<b>FTE responsibility (line management)</b>	<b>2</b>
<b>Key stakeholder relationships</b>	<p>Colleagues within Legal and Democratic AD Governance and Policy</p> <p>Senior Leadership Team and Corporate Board Members</p> <p>External Clients</p> <p>Internal clients</p> <p>Counsel and external providers</p>

#### Generic capabilities of the role

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

- 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"> <li>• Statutory compliance</li> <li>• Professional practice</li> <li>• Procedure compliance</li> </ul>

- 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"> <li>• Deliver operational performance objectives</li> <li>• Manage the workforce</li> <li>• Deliver continuous improvement plans</li> </ul>

- 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"> <li>• Workforce development</li> <li>• Workforce planning</li> </ul>

- 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

## Delivery / Team Lead (Tier 4)

- Manage and support teams through organisational change

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

- 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"><li>• Deals with performance issues</li><li>• Maintains business continuity</li><li>• Role model of how we work principles</li></ul>

- 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



High performing



Collaborative



Customer focused



Accountable



Trustworthy

## Our Behaviours

## Delivery / Team Lead (Tier 4)



**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



