

Directorate: Service area:	Resources Legal and Democratic
Accountable to:	Delivery Lead – Commercial and Practice Manager
Politically restricted post	No
Delivery teams:	Commercial and Practice Management
Job Title:	R0262 Finance & Systems Support Officer (Commercial and Practice Support Officer)
Grade:	Scale G

Context

The Legal Services Commercial and Practice Management team, provide support to Legal Services support to WCC's You will support the Delivery Lead – Commercial and Practice Manager to achieve 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 section and customers.

Specific role assignment

Delivery responsibilities	WLS Trading Compliance <ul style="list-style-type: none"> • As Compliance Officer Finance & Administration is responsible for SRA compliance in respect of finance and administration. • Ensures that systems and controls are in place to enable WLS, WLS Trading, managers and staff comply with their obligations under SRA rules. • Is responsible with Compliance Officer Legal Practice for internal compliance including: <ul style="list-style-type: none"> ○ Assessing and registering all compliance failures ○ Assessment of risk to clients & WLS ○ Prevent or minimise risk of
----------------------------------	---

	<ul style="list-style-type: none"> ○ compliance failures ○ Internal and external compliance reporting ○ Reporting of compliance failures to regulator (SRA) ○ Maintenance of compliance policies and processes, keeping abreast of regulatory or other compliance changes ○ Staff compliance training • Ensures that Warwickshire Legal Services Trading Ltd: <ul style="list-style-type: none"> ○ Shareholders obligations are met (as per shareholders agreement) ○ Corporate meetings and reporting are undertaken in line with company legislation. ○ Maintains tax (Corporation and VAT) records, and makes appropriate returns and payments to HMRC. <p>Business Operations & Performance – Legal, Democratic and Information Management (“Legal and Democratic”)</p> <ul style="list-style-type: none"> • Supports Tier 3 and Tier 4 in the proper financial management of Legal and Democratic including assistance with forecasting, budget setting and monitoring, reporting and establishment – across legal and democratic. Acts as CCM for Legal Services trading elements • Supports the Tier 3 Manager and Tier 4 Delivery Leads in the service delivery, business planning and transformation activity across Legal and Democratic. • Acts as health and safety lead for Legal and Democratic, ensuring that the H&S plan is maintained, and risks are assessed and managed in accordance with WCC policy and practice. • Acts as business continuity lead for Legal and Democratic, ensuring that the business continuity plan is
--	---

	<p>maintained in accordance with WCC policy and practice.</p> <ul style="list-style-type: none"> • To monitor operational performance, KPI's, compliance, customer satisfaction, etc. Within Legal and Democratic • Is the Legal and Democratic interface with other support functions: ICT, Insight, Assets, Records Management, Business Support, Customer Services, etc. • Ensures that all customer SLA's (internal and external) are developed and maintained and that there is appropriate management of KPI's, supporting those arrangements. • Is the Legal Services lead for WES development and marketing, and works with Tier 3 and Tier 4 to consider how other areas may be brought into the trading arena • Manages relationship with Warwickshire Police and other external clients as agreed through business plan and business partner arrangements • To support marketing initiatives (and lead where required). <p>Staff Management</p> <ul style="list-style-type: none"> • Line Manage staff reporting to the post. • Identify and assist in the setting of individual performance, financial and business targets for Legal Services staff. • Training and development: Ensures that all Legal Services staff are trained in the effective use of systems, procedures and policy, training budget is used effectively. Supports and facilitates legal knowledge management and CPD training as required. • Play an active role in ensuring that staff communications are effective across Legal Services and Law & Governance. <p>Policy, Procedure & Systems</p>
--	---

	<ul style="list-style-type: none"> • To be responsible for WLS's Lexcel accreditation, ensuring that business processes and policies meet the practice management standard. • To maintain WLS Office Manual. • To ensure that all Legal Services policies, systems of control, risk management and procedures, comply with SRA and WCC requirements. • To ensure that systems and procedures are efficient and effective, operating a process of continuous improvement across the Service. • To be responsible for the effective management and operation of Visualfiles and associated applications. • To be responsible for ensuring the maintenance of intranet, web site and knowledge management repository • To drive the business development activity of WLS and WLSTL and the effective management of client relationships
Key business measures	Profit, income, complaints etc
Statutory responsibilities (if applicable)	Is accountable to SRA as nominated Compliance Officer Finance and Administration (COFA) for WLSTLtd
Specific experience	<p>Extensive experience of providing commercial, practice management and business development support within a legal services environment</p> <p>Experience of managing to budget and of preparing and managing trading accounts</p> <p>Experience of staff management</p>
Specific qualifications/and registration	
Budget responsibility	<p>Shared CCM for legal - £6m turnover</p> <p>Staffing budget shared £110k</p>
FTE responsibility (line management)	

Key stakeholder relationships	AD Gov & Pol Tier 3 Legal and Dem Tier 4A and Tier 4B colleagues Wider colleagues within Legal and across directorates Internal Clients Financer colleagues External clients
--------------------------------------	--

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

Role Specific

More specifically, the post holder's responsibilities will include:

Providing comprehensive practice management to WLS, ensuring effective and efficient operation of the Service and its trading company Warwickshire Legal Services Trading Limited (WLSTL).

Responsibility for compliance (internal and regulatory):

- Warwickshire Legal Services Trading Ltd – company regulation (that the company

operates in accordance with its articles of association, company law and trading agreements with WCC).

- Solicitors Regulation Authority – Both In-House and WLSTL.
- Is accountable to SRA as nominated Compliance Officer Finance and Administration (COFA).
- Trading unit adheres to WCC's accounting policies and practice.

Managing the Legal Service Support in accordance with the Business Unit's principles of leadership, accountability and performance management.

Supporting the Strategy and Commissioning Manage in the management of Legal and Democratic Services Team and AD Governance and Policy in the management of the Governance and Policy Service, the delivery of their services, specifically in the area of business change and financial management.

Manage Legal Services finances, including:

- Budgets and forecasts for all cost centres and WLS Trading Ltd.
- Management and reconciliation of accounts.
- Systems of control compliant with internal and SRA regulations.
- Legal Billing
- Pricing and profitability.
- Is CCM for Legal Services, Head of Governance and Policy and disbursement cost centres. Will provide support where needed to other CCM's within Legal and Democratic

Manage an effective and efficient Business and Practice Management function

Manage Legal Services IT systems including:

- Visualfiles – operation and development
- Sage Accounting
- On line resources including WestLaw & LexisLibrary
- Other applications are specific to Legal Services

To take the lead on projects that impact Legal and Democratic Services, supporting other Managers as required.

To promote Legal and Democratic Services, seeking new opportunities and act as ambassador for the Service internally and externally.

- The AD Governance and Policy 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.

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



do what
we say



move with
purpose
and energy



focus on
solutions



help people
and
communities
to find their
own solutions



build strong
working
relationships



be the
best we
can be

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



