



Humberside Police
Serving our communities to make them safer and stronger

Role Requirement



Position Title: Practice Manager

Grade: MP6

Command/Dept: Legal Services Unit (LSU)

Overall Purpose of the role: To support the Head of Legal Services in the provision of a comprehensive legal service to the Chief Constable, the Chief Officer Group and all officers and support staff of both South Yorkshire Police and Humberside Police. To ensure that the Force's interests are represented in courts, committees and tribunals as well as in negotiations with solicitors in private practice, local authorities and contractors.

Main Tasks

1. To provide, manage and implement the full range of administrative support to the collaborating Legal Service Unit including the day to day management of the administrators in both police forces.
2. To support the Head of Legal Services (principally) and the Senior Leadership Team, (the post holder being part of the Team), in leading the Departments. Being accountable for that service to the respective Chief Constables of Humberside and South Yorkshire.
3. To provide advice on the strategic direction to the Senior Leadership Team and to establish and co-ordination of robust performance management systems and to measure and demonstrate outputs and outcomes.
4. To develop good working relationships with other forces, local authorities, and external law firms with a view to closer collaboration.
5. To produce management reports relating to the financial, personnel and work volumetric of the Department [from the Departmental systems and in liaison with external Departments of both Forces] as required supporting the management of the Department, the allocation of work and accountability to the Forces of the joint unit.
6. Monitor the budget spend, including the authorisation of payment of Counsels' fees and the payment of damages and costs in respect of civil claims.
7. In consultation with corporate communications, develop and maintain an approach to marketing the services offered by the unit to the Force, including the ongoing development and use of the Intranet as a marketing tool.

8. Organise and administer the Legal Services senior management team (SMT), monitoring the action lists and the risk management log whilst contributing fully to the meeting as a member of the SMT.
9. Provide formal first line management (staff welfare, discipline and PDR) to the administration team and the complete line management function to the legal administrators, including the daily tasking and allocation of work.
10. Develop, implement and gain accreditation for a ('Lexcel') legal services quality management system, subsequently ensuring the quality system is maintained and developed to retain accreditation to the standard and to reflect good practice.
11. Monitor and maintain the (IKEN) case management system, producing and analysing statistical data on workloads, activity spans and other information to ensure effective use of lawyers' time and accurate charging, and presenting this information in the most appropriate format to aid senior management decision making and performance management
12. Maintain and update the Legal Services reference library and create then regularly review and update the *Working Practice document*, ensuring it is current and addresses the full scope of the unit's legal and administrative activities.
13. Develop and maintain Legal Services' Business Continuity Plan, acting as the single point of contact (SPOC) for the unit, and undertaking its regular review main, including the production of the annual Assurance Statement, risk registers, etc.
14. Monitor and manage the in-house civil litigation process, including the liaison with both Forces Insurance Services Sections, the reporting of IHH claims to external insurers, to manage each Force budget in relation to claims and report to appropriate authorities on contingent liabilities, spend and trends.
15. To represent the Forces at a senior level at external meetings, events or conferences.
16. To represent the department at a senior level at internal strategic meetings.
17. Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility including duties arising in relation to regional collaboration.

HUMBERSIDE POLICE NOT PROTECTIVELY MARKED

Responsibility	Decision Making
<p>The provision of accurate and efficient running of the legal services department and the case management of files, thereby ensuring appropriate advice and assistance is given to the Chief Constable and all officers and support staff of South Yorkshire Police and Humberside Police.</p> <p>Responsible for interaction with other forces, local authorities, and external law firms with a view to closer collaboration.</p> <p>The setting with clients of agreed deadlines for the delivery of advice and assistance.</p> <p>Remaining up to date with relevant case law, legislation and legal processes in relation to the portfolio given.</p> <p>Critically assessing and evaluating new legislation that may have possible impact on the Force Legal Service Delivery.</p> <p>Contributing to the efficient and effective management and improvement of the Legal Services Unit and the service it provides;</p> <p>Ensuring that risks to the Force/Command which may affect its ability to provide business as usual now or in the future are identified and escalated to their line manager or local Risk Champion at the earliest opportunity;</p> <p>Responsible for using the NDM and THRIVE model in all actions undertaken. As a member of Humberside Police you will accord with the Standards of Professional Behaviour, as outlined in the Code of Ethics, at all times.</p> <p>You will recognise the responsibilities of your role and act lawfully in the public interest. Your conduct will encourage others to have confidence in policing. You will have honesty and integrity and be open and transparent in your decisions and actions. You will treat people fairly and demonstrate respect, tolerance and self-control.</p>	Additional Information
	<p>Decisions are made based upon case law or precedents where applicable, but the post holder will have to interpret case law/legislation and will use professional judgement in determining what represents the best interests of Humberside Police and South Yorkshire.</p> <p>Designated Powers No Politically restricted No Radio Post No Uniform Post No</p> <p><u>Travel around the force area</u> If appointed will be expected to travel around the force area to various bases.</p>

You will lead our service by good example and will report, challenge or take action against the conduct of colleagues which has fallen below the standards expected.			
Reports To:		Direct reports:	
Head of Legal Services		Clerical Assistant Administrative Assistant	
Date Approved by Manager / HR Manager:- Manager	Date WFP Approved –		Review Date:

Person Specification

		Scale MP6
Attainments/ Knowledge	Essential	Significant experience of working in a Legal Department or similar professional environment. A degree or equivalent academic qualification or significant relevant experience.
	Desirable	Qualifications in business administration in particular MBA. Able to demonstrate an understanding of the workings of Humberside and South Yorkshire Police and the police service in general.
Experience	Essential	Previous line management experience. Understanding of the legal processes in which the combined unit operates; professional requirements and the good practice of lawyers Understanding and proven experience of good business practice, budgeting and expenditure monitoring and control.
	Desirable	Previous experience of working as a Practice Manager or similar role
Skills/ Specialisms	Essential	Knowledge of case management systems and Financial / insurance control systems Ability to work in a highly pressurised environment and to be able to offer flexibility and advice within tight time constraints. Demonstrates the ability to persuade others to achieve positive results. Excellent oral and written communication skills to deal with all ranks of officer, support staff and external agencies. Tact and diplomacy. Well-developed organisational and time management skills. Computer literacy/keyboarding skills.
	Desirable	Ability to obtain or demonstrate a current understanding of the two Force information systems (email etc), case management systems and financial and insurance control systems.
Decision Making/ Problem Solving/ Planning	Essential	Ability to use professional judgement to make accurate decisions relating to the case management of legal matters. Ability to assimilate large amounts of information and make appropriate evaluations in order to recommend a course of action. Innovative, creative and practical in problem solving. Ability to work to deadlines under considerable pressure.
	Desirable	
Humberside Police Code of Ethics		Our Code of Ethics sets out standards of professional behaviour that every ensure member of staff considers the impact that their actions have on the people they work with and serve and proactively seeks ways of improving the

	quality of the service that they provide. The post holder must convey both internally and externally a service based on fairness and equality and ensure they fully understand and represent the Force's values and principles at all times.
Diversity, Equality & Inclusion	At Humberside Police, how we involve, value and treat our staff is fundamental to us ensuring that we can serve our communities to make them safer and stronger. To build trust and confidence, we need our communities and workforce to know they are supporting each other and by encouraging these behaviours internally. To achieve this, our activity and action focusses on improving all elements of diversity, equality and inclusion. We aim to ensure that everyone working at Humberside Police belong to a Force that is representative of the communities they serve, that our staff will treat each other with fairness and respect, and together we will collectively create a trusted culture in which all members of our workforce feel they belong and where they can bring their full true self to work.
This role requirement is a management document and therefore subject to change	