

 <p><b>HR Services</b> putting people first</p>	<p><b>HUMBERSIDE POLICE</b> <b>Role Requirement</b></p>	<p><b>POA: Business Support – 10C</b></p>
<p><b>Position Title:</b> Practice Manager</p>		<p><b>Post No:</b></p>
<p><b>Grade:</b> MP6</p>	<p><b>Vetting Level:</b> MV +CTC</p>	
<p><b>Overall Purpose of the role:</b> To support the Force Solicitor in the provision of a comprehensive legal service to the Chief Constable, the Chief Officer Group and all officers and support staff of 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</p>		
<p><b>Specific Roles/Tasks</b></p>		
<p>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.</p> <p>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.</p> <p>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.</p> <p>To develop good working relationships with other forces, local authorities, and external law firms with a view to closer collaboration.</p> <p>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.</p> <p>Monitor the budget spend, including the payment of Counsels' fees and the payment of damages and costs in respect of civil claims</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>		

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

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.

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

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.

**Responsibility**

The post-holder will be responsible for:

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 Humberside Police;

Responsible for interaction with other forces, local authorities, and external law firms with a view to closer collaboration

The setting with clients of agreed deadlines for the delivery of advice and assistance.

Remaining up to date with relevant case law, legislation and legal processes in relation to the portfolio given.

Critically assessing and evaluating new legislation that may have possible impact on the Force Legal Service Delivery;

Contributing to the efficient and effective management and improvement of the Legal Services Unit and the service it provides;

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.

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.

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.

**Decision Making**

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.

**Additional Information**

The post will be based in South Yorkshire 3 days a week and Humberside Police 2 days a week to reflect the agreed split of the collaboration between the 2 forces.

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<b>Reports To:</b>		<b>Direct reports:</b>	
Head of Legal Services		Legal Assistants Clerical Assistants - Legal	
<b>Prepared by:- Tammy Bullivant</b> <b>Date:- 28.06.17</b>	<b>Confirmed by:-</b> <b>Date:-</b>	<b>Received by:-</b> <b>Date:-</b>	

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**Person Specification**

		<b>Scale MP6</b>
<b>Attainments/ Knowledge</b>	<b>Essential</b>	Significant experience of working in a Legal Department or similar professional environment A degree or equivalent academic qualification or significant relevant experience.
	<b>Desirable</b>	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
<b>Experience</b>	<b>Essential</b>	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.
	<b>Desirable</b>	Previous experience of working as a Practice Manager or similar role
<b>Skills/ Specialisms</b>	<b>Essential</b>	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.
	<b>Desirable</b>	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.
<b>Decision Making/ Problem Solving/ Planning</b>	<b>Essential</b>	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.
	<b>Desirable</b>	
<b>Practical Effectiveness</b>	<b>Essential</b>	Excellent interpersonal skills and an ability to influence and negotiate at all levels. A proven ability to interrogate and draw out a wide range of information from existing systems. Able to demonstrate experience of the broad workings of the civil and criminal justice system A logical, methodical approach to work with a high level of attention to detail. Ability to assimilate oneself into the police culture but maintain the ability to stand back when required, give objective advice that may not always be welcome, but in such a way as to maintain a proper level of trust and respect. Flexibility to meet demands of the post. Self-motivated to keep abreast of new developments in this area of business Access to transport or the ability to travel around the force area
	<b>Desirable</b>	Portrays a confident and assertive manner. Is able to seek out information from non-obvious sources. A proven ability to interrogate and draw out a wide range of information from existing Force and Departmental systems. Significant experience / knowledge of the workings of the civil and criminal justice system

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<b>Citizen Focus</b>	A citizen focussed culture exists when every member of staff considers the impact that their actions have on the people they serve and proactively seeks ways of improving the quality of the service that they provide. The post holder must convey to both internal and external clients a customer focussed service based on fairness and quality and ensure they fully understand and represent the Force's values and principles at all times.
<b>Respect for Race &amp; Diversity</b>	Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance. Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.

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