



PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner: Practice Manager

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Practice Team Leader
Generic Role Profile:	Legal
Salary Band:	Grade 5
Operational / Non-Operational Role:	Non-Operational
Vetting Level:	MV & SC
Reporting to:	Practice Manager
Specific Role Purpose:	Day to day responsibility for the management of the business support team alongside day-to-day responsibility for system administration of the Legal Case Management System and all associated systems, tasks and reporting related to this. The post holder will also support the Practice Manager with recruitment and onboarding for Joint Legal Services (JLS).
Key Responsibilities:	• System Administration ○ Case management system superuser / administrator. ○ Creation of new workflows and amendments of existing workflows as directed by the Practice Manager or Principal / Senior Lawyers to ensure they always remain fit for purpose. ○ Adding new users to the system and removing previous users to ensure system security and best practice. ○ Continuously looking for ways to improve the system and/or our working practices and raise any ideas and suggestions with the Practice Manager for discussion and review. ○ First point of contact (after the Business Support Officer) for any queries or issues relating to any JLS systems or processes. ○ System training for new and existing members of staff within the department as and when required. (On the job training of new starters in using the systems within JLS on a 1-2-1 basis). ○ Creating and customising reports within the system as required.

	• Production of Management Reports – Produce accurate and timely management information from the Case Management System & internal department dashboards, trackers, and systems. • Management of the business support team – Day to day management of the business support team including training, development, performance management, and objective setting / review. • Intranet – Accountable for ensuring that the intranet and associated systems are up-to date with key information, to ensure we offer our clients a level of self-service access to our services. • SharePoint – Ensure that the internal JLS SharePoint site(s) are kept up to date by implementing any changes and updates requested by the Senior Lawyers or any member of the Senior Leadership Team. • Change Projects – During times of change, actively take part in shaping and embedding the changes being made to the department reporting detailed progress to the Practice Manager and attend project meetings where appropriate and necessary. • Recruitment – Support the Practice Manager in ensuring that any recruitment for the department happens in an efficient manner, that induction materials remain up to date and current and ensure that all new starters receive an induction and that items such as ID cards, lockers, laptops, phones etc. are provisioned to the new starter as soon as practicable. • The post holder must also undertake other duties within their competence or otherwise appropriate to the grading of the post as and when required.
--	--

SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience <i>This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.</i>	
Essential:	• Proven ability and experience of managing and developing a team. • Demonstratable experience and ability in using and administering IT systems (e.g. case management system as per the key responsibilities). • Demonstratable experience in the production of management reports and data. • Proven ability to work as part of a team and as an individual. • Demonstratable experience with supporting successful change projects that improve service delivery and/or efficiency. •
Desirable:	• Experience of working within a legal practice. • Experience of using and administering a legal case management system. • Experience of / exposure to finance management / reporting.

Skills

This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal.

Refer to skills database for core operational skills

Essential:	• Highly effective written and verbal communication skills. • Effective and engaging presentation skills. • Proficient in the use of the following Microsoft 365 products; Outlook, OneDrive, Microsoft Teams, Word, Excel & PowerPoint. • Possess a high degree of accuracy and attention to detail. • Proven ability to deliver results and work well in a fast-paced environment. • Ability to travel and work at various locations that make up the Joint Legal Services department, including the Staffordshire Police HQ.
Desirable:	• Awareness / experience of the following Microsoft 365 products; SharePoint, Forms, List, Sway, Planner, Loop, and Bookings. • Experience of minute taking.

Hours of Work and Flexibility:	36.5 hours per week.
Agile Work Style: (if applicable)	Agile – flexi / hot desking.

Restriction Level:	N/A
--------------------	-----