



# Role Profile

## Lead Officer (Legal Services)

|               |                |       |            |
|---------------|----------------|-------|------------|
| Reference No. | I619.01        | Type  | Individual |
| Service       | Legal Services |       |            |
| Job Family    | Team Manager   | Grade | FC8        |

### Purpose

To provide day to day operational management and supervision of the Legal Support Team covering functions relating to conveyancing, contracts, planning, litigation and debt recovery.

To assist the other members of the Legal Services Management Team to monitor and control service delivery, service improvement and sustainability of the Legal Services Team.

To contribute to the preparation, implementation and review of policy as a key member of the Legal Services Management Team.

To contribute to high quality, customer focused, service delivery for both the customer and the Council.

| <b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:  | <b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility               | <b>E</b>   | <b>D</b> |
|--|---|------------|----------|
| Leading the effective delivery and management of the team of: <ul style="list-style-type: none"> <li>• Fife wide provision of road traffic orders</li> <li>• Administration of adaptation grants/road bonds/ tree preservation order</li> <li>• Debt Recovery (Rent Arrears)</li> <li>• Land/Property searches</li> <li>• Preparation/Registration of Securities in favour of the Council</li> <li>• Issue of Notices to quit/rent review etc</li> </ul> | Educated to SCQF level 8, which includes HND or SVQ level 4 or equivalent<br><br>or considerable equivalent experience with training in a relevant role | ✓<br><br>✓ |          |

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|---|---|-------------------------------------|-------------------------------------|
| <p>Supervising the work of legal services assistants and ensure that they are trained and supported to undertake their duties effectively.</p> <p>Providing of an effective support to Head of Legal Services, Legal Services Manager and other teams within Legal Services.</p>  | <p>Knowledge and understanding of Road Traffic law and practice</p> <p>Previous supervisory or management experience</p> <p>Experience of using case management software</p> <p>Ability to provide regular and effective service</p> <p>Accuracy and attention to detail in the preparation of written work</p> <p>Experience of working quickly and accurately under pressure</p>  | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p>                   |
| <p>Contributing to the development of strategies and practices which support the Service's aims and values, all in accordance with appropriate internal and external policies and guidance.</p> <p>Supporting the Legal Services Manager to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources.</p> <p>Identifying and managing a range of improvement projects and activities within areas of service delivery in line with agreed standards and deadlines. Maintaining and updating work and project plans.</p> | <p>Knowledge of local authority context, including statutory framework and governance structures</p> <p>Experience of working as part of a team</p> <p>Awareness of strategic and resource issues affecting the Service</p> <p>Process mapping/process improvement experience</p> <p>Experience of culture of continuous improvement and commitment to best value</p> <p>Experience of organisational change and improvement programmes</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> |
| <p>Leading the effective delivery and management of the team at both strategic and operational level by providing professional leadership and support to the team.</p>  | <p>Project management skills</p> <p>Ability to assist leading team through period of transformational change</p>  | <p>✓</p> <p>✓</p>                   | <p>✓</p> <p>✓</p>                   |
| <p>Assisting the Legal Services Manager to ensure high standards of service delivery and effective use of resources by developing and realising the full potential of employees through:</p> <ul style="list-style-type: none"> <li>• managing attendance and conduct</li> <li>• objective setting and performance management</li> <li>• skills development</li> <li>• personal and team development</li> <li>• coaching</li> </ul>   | <p>Awareness of resource issues affecting organisation</p> <p>Experience of using corporate systems and manager self service</p> <p>Relevant IT skills</p>  | <p>✓</p> <p>✓</p> <p>✓</p>          | <p>✓</p> <p>✓</p>                   |

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|---|--|----------|------------------|
| <ul style="list-style-type: none"> <li>• fostering knowledge sharing within the team</li> <li>• assisting training of legal services staff</li> </ul> Mentoring and develop members of staff.   |  |          |                  |
| Revising existing and developing new administrative processes as required to support the delivery of the functions of the legal support team.<br><br>Information management including managing personal data and dealing with information requests.   | Analytical skills<br>Experience of performance management<br>Experience of audit/quality control issues<br>Experience of data protection issues<br>Experience of handling information requests<br>Experience of handling customer complaints | ✓        | ✓<br>✓<br>✓<br>✓ |
| Promoting effective partnerships, working across the service and with partner services and organisations, ensuring a shared understanding and commitment to quality service delivery.<br><br>Implementing effective means of communication with a full range of stakeholders, adopting problem solving skills to facilitate change. | Negotiation skills<br>Problem solving skills<br>Experience of customer engagement and customer care  |          | ✓<br>✓<br>✓      |
| Representing the service at internal meetings and working groups.   | Experience of partnering internal and external agencies<br>Networking experience   |          | ✓<br>✓           |
| Undertaking all other duties as required for the role. Duties will be in line with the grade.   |  |          |                  |

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**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

|   |   |   |   |
|---|---|---|---|
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|---|---|---|---|

## Job Title (Specialists Tasks)

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|  |  |  |  |

## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

|  |   |   |  |  |
|--|---|---|--|--|
| Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one). | PVG Children <input type="checkbox"/>     | PVG Protected Adults <input type="checkbox"/> | PVG Both <input type="checkbox"/>            | None <input checked="" type="checkbox"/> |
|  | Basic Disclosure <input type="checkbox"/> | Standard Disclosure <input type="checkbox"/>  | Enhanced Disclosure <input type="checkbox"/> |  |

## Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

## Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results