Updated October24

Job Summary

Post Title	Legal Operations, Hub-Manager	**Pay Grade**	Grade 7
Directorate **Service Area**	Assistant Chief Executives Legal Services	**Line Manager**	Legal Operations manager
Post Number/s (Mandatory for existing posts, If multiple posts state all)	New post	**If existing post is the post title changing? If yes state both**	Y/N Existing title New title
JE/GAR reference number (Mandatory for existing posts)		**Work Location (state Council office)**	Walton Street, Aylesbury
Work style (Delete as applicable)	Any desk	**Job Family & Role Profile**	Regulatory and Compliance RC07M
DBS Check Required? (Delete as applicable)	YES (Delete as applicable) If YES state level of DBS required: Standard – Child workforce		
Politically Restricted Post? (Delete as applicable)	No *The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.* *There are broadly two categories of restricted posts:* *Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.*		

Job Purpose and Job Context

- Support the Heads of Legal Services and teams deliver their legal work efficiently and effectively.
- To manage one of the Legal Operations hubs, providing a cost effective, outward facing legal service, handling high volume casework, representing the Council in either transactional work litigation work.
- Day-to-day management and supervision of staff in the Legal Operations Hub, including the distribution and tracking of workloads, providing training, mentoring and support as required to support colleagues and service delivery.
- To coordinate with Heads of Legal Services to ensure proper oversight and technical supervision of paralegal staff in the hub.
- Develop relationships with instructing officers in the Client Directorates to ensure operational effectivity and good communication.
- Supporting the Legal Operations Manager and the Practice Manager with data and analysis to demonstrate volume of work, productivity maximising income streams.
- To support the Legal Operations Manager in the use and deployment of processes and systems which drive efficiency, enhance practice and ensure a consistent approach.
- To work with Heads of Service and Team Leaders to identify and develop new areas of work and opportunities

to enhance productivity throughout the Service

Main Responsibilities and Duties

This section should outline key outputs of the role and should provide some specific examples of role profile accountability.

- Manage a team to ensure the delivery of those aspects of the legal, statutory, regulatory or compliance service for which responsible, Managing changes to priorities. Ensure compliance by the Council, customers and stakeholders and the service reflects customer and stakeholder requirements, within organisational / regulatory constraints.
- Support the development and implementation of the service / business plan and professional strategies for specific area of responsibility.
- Ensure all required records, documents, information, applications and evidence are managed correctly in compliance with statutory instruments / legislation and best practice.
- Assess and evaluate complex information, situations and / or cases from a professional standpoint. Develop and recommend solutions and / or interventions which achieve and / or improve compliance with regulations / legislation. Assess and mitigate any associated risks. Organise / enable the implementation of agreed recommendations as appropriate.
- Research and evaluate current issues, developments, good practice and legislation changes in specialist field and make suitable recommendations to enable senior management decisions to be made.
- Provide constructive authoritative advice, guidance and support on the full range of professional issues within the field of expertise to customers and stakeholders, challenging where appropriate. Interpret the latest legislation, regulations, guidance and codes of practice. Identify problems and provide solutions, respond to and action / resolve escalated complaints, complex issues and unresolved problems, escalating further where unable to resolve. Intervene in disputes as required. Where appropriate, customers are supported in achieving compliance and improving practice and service delivery. Design and deliver well planned and effective communications, promotional materials, information and / or activities that are readily available and accessible to meet customer / stakeholder needs.
- Identify additional service requirements or service shortfalls and recommend solutions. Co-ordinate initiatives to improve business processes and performance. Support the development and implementation of policies and procedures.
- Lead specialist projects or improvement programmes and / or contribute to the delivery of larger projects / programmes to develop and deliver practical, effective solutions in accordance with legislative / regulatory / grant funding requirements and good practice guidelines.
- Responsible for the development of others by providing specialist technical and procedural advice and support, e.g. through sharing knowledge, skills and experience, training activities, acting as a coach or mentor, or providing feedback. Identify changes that may impact the service / profession and the learning and development needs of the team.
- Proactively build and maintain good working relationships and communicate effectively with all stakeholders. Represent professional service area / BC internally and / or externally, share best practice and maintain or enhance the reputation of the professional service.
- Support partnership agreements and develop partnership working within area of responsibility to produce valid and timely outputs and achieve improvements in service delivery. Where appropriate, support partners to implement authorised enforcement / penalty decisions and improvement notices.
- Manage a team of staff that is competent, effective and motivated. Effectively delegate and deliver work to required standards. Complete performance and development reviews and support recruitment, induction, development, employee relations, all HR processes and planning to the required standards and timescales. Co-ordinate resources for the team and the allocation of work to the team, providing training and mentoring as required, and ensuring all work is completed on time and to the required standards. Conduct performance and development reviews to the required standards and timescales for all staff.
- Contribute to wider service planning, performance targets and development activities. Provide accurate and timely quality, performance and management information, including monitoring of supplier / contractor

performance to ensure contract compliance. Take appropriate action to address any identified issues, escalating where necessary.

- Develop team objectives / performance indicators in agreement with line manager and monitor achievements.
- Monitor and report on quality, service standards, performance, budget and management information as required, including that of suppliers, delivery partners and contractors. Take appropriate action is taken to address issues or escalate as necessary.
- Liaise with external contractors / suppliers to co-ordinate appropriate service delivery

Accountability

- Management and oversight of the high-volume income related activities in the region of £1m
- How many direct reports does this job have in its reporting line? 8-10 staff (BC Grades 3-5)
- How many indirect reports does this job have in its reporting line? None

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months	✓	The post holder will provide day-to-day management and supervision of staff to ensure adequate provision to meet service needs The post holder will need to ensure the team is delivering BAU and improvement projects against an annual business plan. The post holder will supports budget management, demand forecasting and capacity planning to enable cost control and informed resourcing decisions. Develops management information, performance reporting and assurance frameworks to support transparency, compliance and decision making.
1 year	✓	The post holder will be responsible for planning and delivering service needs to meet deadlines relating to court hearings, public inquiries, statutory timetables Working with IT, PM Team and Heads of Service to deliver and coordinate service and systems improvements
3-5 years		

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions

- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience *(taken from role profile to complete)*	**Job Specific Examples**	**Essential**	**Desirable**
Demonstrative ability to manage and motivate a team.	Allocates and re-prioritises hub workflows daily (e.g. to meet litigation hearings, statutory deadlines, urgent transactions), using a live tracker to balance demand and capacity across paralegals and support staff. Runs regular 1:1s, performance and development reviews for 8–10 staff, setting clear objectives, addressing performance issues early, and agreeing tailored training plans with Heads of Legal for technical oversight. Implements consistent QA and supervision arrangements (peer checks, file reviews, template use) to ensure work is completed to standard and right-first-time, escalating complex matters to the appropriate Team Leader/Head of Service.	✓	
Substantial relevant experience of working in the service area / related profession field, with evidence of work responsibilities appropriate to the role and evidence of appropriate specialist expertise.	Oversees a high-volume caseload within the hub (e.g., planning, childcare, debt recovery, conveyancing/transactions or litigation support), ensuring files are progressed, documented and closed in line with agreed service standards. Produces management information on throughput, ageing, outcomes and income generation, using analysis to forecast demand, justify resourcing decisions and inform the Legal Operations Manager's budget and capacity planning.	✓	

	Acts as the operational lead for hub-based improvement work (e.g., onboarding new work types, standardising templates, refining triage routes), coordinating input from IT/Practice Management and embedding changes into BAU.		
Expert knowledge of relevant legislation, regulations, best practice, systems, policies and procedures. Experience of developing procedures. Experience of contributing to development of service policies, procedures and practices.	Ensures hub processes align with relevant legal/regulatory requirements (e.g., disclosure and data handling, court rules/timetables, safeguarding/DBS-related constraints where applicable), maintaining auditable file notes and clear decision trails. Develops and maintains SOPs, checklists and precedent packs (e.g., instruction acceptance/triage, bundling standards, template letters, filing and archiving rules), rolling out updates and monitoring adherence through QA sampling. Contributes to service policy/procedure updates by capturing operational risks and pain points (e.g., missed milestones, incomplete instructions), recommending control measures and incorporating them into training and hub guidance.	✓	
Excellent knowledge of service / profession and interrelationships with other services and departments. Good knowledge of wider sector / external influences.	Builds effective working links between the hub and instructing client teams (e.g., commissioning, finance, adult/children's services, planning), setting clear instruction requirements and resolving bottlenecks that impact delivery. Translates wider service priorities (e.g., corporate targets, governance requirements, external scrutiny) into hub-level workflows and KPIs, ensuring		✓

	the hub's outputs support broader Legal Services and council objectives. Keeps sight of external influences (e.g., court listing pressures, changes in guidance/precedent, supplier market issues) and adapts resourcing, templates and escalation routes so the hub remains resilient.		
Experience of representing the work area in a professional / legal capacity	Chairs hub operations meetings with Heads of Legal/Team Leaders, presenting performance, risks and improvement proposals, and agreeing actions to maintain compliance and service standards. Represents Legal Operations in cross-council forums (e.g., process redesign, digital/IT change, income maximisation), explaining operational impacts and securing decisions that protect statutory delivery. Acts as the point of escalation for complex operational issues (e.g., urgent injunction preparation, high-risk disclosure problems, contested service complaints), coordinating the response and briefing senior colleagues appropriately.		✓
Excellent communication and interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels.	Negotiates pragmatic delivery plans with instructing officers when instructions are incomplete or timelines are unrealistic, agreeing what is needed, by when, and the consequences of delay, while maintaining a constructive relationship. Produces clear written briefings for senior management on hub performance, key risks and mitigations (e.g., backlog, court-critical dates, resource gaps), translating operational detail into actionable decisions.	✓	

	Builds effective relationships with external suppliers/partners (e.g., counsel, process servers, eDiscovery or translation providers), setting expectations, monitoring service levels and resolving issues quickly.		
Excellent communication and interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels.	Delivers concise briefings and training sessions to hub staff on updated processes (e.g., new templates, revised triage routes, file hygiene standards), checking understanding and reinforcing expectations through follow-up. Uses stakeholder mapping to tailor communications—different levels of detail for Heads of Legal, service managers and operational officers—so decisions are made quickly and work progresses without rework. Manages challenging conversations with internal clients about quality and compliance (e.g., repeated incomplete instructions), influencing behaviour change by agreeing minimum instruction standards and escalation routes.	✓	
Proven ability to deal with sensitive and contentious issues and diffuse confrontational situations.	Handles escalated complaints or disputes about delay, outcomes or costs by investigating file history, setting out the position clearly, agreeing corrective actions and recording learning to prevent recurrence. Manages sensitive staffing issues (e.g., conduct, capability, wellbeing concerns) with professionalism and confidentiality, applying HR procedures, documenting decisions and signposting support.	✓	

	De-escalates high-pressure situations around urgent hearings or critical transactions by establishing facts, clarifying roles, coordinating rapid task allocation, and keeping stakeholders updated at agreed intervals.		
Qualifications ***(taken from role profile to complete)***		**Essential**	**Desirable**
Educated to NVQ 4 / HND / BTEC / A'level or equivalent or extensive relevant experience in lieu of qualification.		✓	
Relevant legal professional/vocational knowledge/qualification.			✓
Project Management Qualification			✓
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role *(tick as appropriate)*			✓
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Yes	

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent convictions and conditional cautions • All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020 and 2023). For further information on filtering please refer to Nacro guidance and the guidance published by the Ministry of Justice (see, in particular, the section titled 'Exceptions Order').	Y

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.