THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

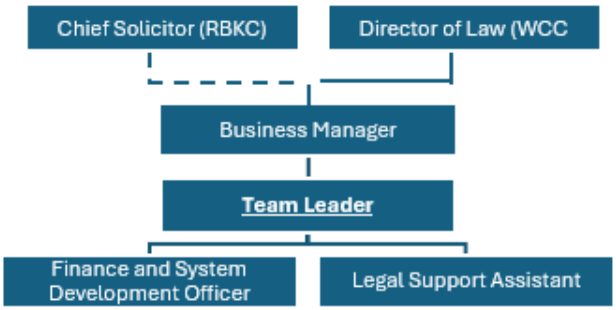
JOB DESCRIPTION

Job title	Team Leader
Directorate	Resources
Service	Legal Services
Team	Business Support Unit
Grade	F

DBS Check Required	No
Justification for DBS	N/A
Politically Restricted	N/A

Reporting to:	Business Manager
Employees directly supervised *(if applicable)*:	6x Finance and Development Officer & Legal Support Assistant

Organisational structure chart *(job titles only, no employee names)*



1. JOB PURPOSE:

To lead and coordinate the delivery of high-quality operational and business support across Bi-borough Legal Services, ensuring the service functions efficiently, consistently and in accordance with professional and regulatory standards.

To provide clear leadership to the Business Support Unit, creating the conditions for staff to perform effectively, take ownership of their work, and maintain a strong customer-focused approach.

To drive continuous improvement across systems, processes and administrative functions, ensuring the Legal Service benefits from reliable information, streamlined workflows and robust operational governance.

2. DESCRIPTION OF DUTIES:

Operational

1. Overseeing the operational effectiveness of the service to ensure the service functions to a high standard and delivers set targets.

2. Develop service processes that are set to support operation in line with Solicitor Regulation Authority (SRA) requirements and the strategic direction set by the Legal Management Team (LMT).

3. Responsible for safekeeping of Council deeds.

4. Supervise and coordinate the work of Legal Support Assistants to ensure continued support to Legal Services.

5. Manage work allocation and staff performance to ensure that work is completed within published timescales and to a high standard.

6. Monitor the use of the case management system to ensure that documents and correspondence are properly saved, ensuring data and reporting accuracy by identification and investigation of data anomalies.

7. Ensure accurate records are maintained by the team, including FOIs and recruitment records, through effective oversight, coordination and quality checking.

Service Improvement & Projects

8. To identify and lead on operational improvement initiatives and process reviews.

9. To manage, maintain and develop the case management system to deliver high and cost-effective quality support to legal advisors.

Strategic Support

10. Support the Business Manager in managing the services resources (staff and financial) to ensure the improvements are delivered in a timely and effective way.

11. Developing and providing management information to LMT.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:
The person specification outlines the essential requirements the post holder or applicant must meet in order to fulfil the role and the duties outlined.

Candidates
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:
We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours
The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	**Equal Opportunities** Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	**Qualifications/Training/Certificates** Whilst formal qualifications are not strictly necessary, the candidate needs to be able to demonstrate the experience and skills required to perform the role
C	**Skills, knowledge and experience** • Experience in legal practice management or business support in a public sector setting. • Proven ability to work within professional standards and quality assurance frameworks to ensure consistent and high-quality service delivery. • Knowledge of information governance, records lifecycle (retention, disposal, and controlled access). • Proven ability to lead and supervise staff. • High proficiency in data analysis, reporting, and digital collaboration tools. • Understanding of project requirements and processes, and experience in successful delivery of projects and implementation of effective processes. • Analytical and problem-solving skills. • Is adaptable and willing to respond to and lead of a range of different issues, presented by the shared-services model, in order to achieve the most effective results. • Experience in conducting lean reviews of legal processes to reduce waste and improve the speed of service delivery. • Strong leadership and interpersonal skills. • Demonstrates a proactive curiosity and commitment to personal and professional development, actively seeking opportunities to learn, grow, and contribute to a culture of continuous improvement. • Experience of developing and maintaining a case management system.

OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.
They guide our interactions with residents, businesses, visitors, partners and each other.
They are also a measure of how well we've done.

	Our Values & Behaviours
D	**PUTTING COMMUNITIES FIRST** • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	**RESPECT** • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	**INTEGRITY** • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	**WORKING TOGETHER** • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.