GMCA GREATER MANCHESTER COMBINED AUTHORITY

Role profile
Legal Services Practice & Contracts Manager

- **Grade:** 9
- **Business area:** Legal, Governance, Audit and Information and Data Governance
- **Job title:** Legal Services Practice & Contracts Manager
- **Reporting line:** Group Solicitor and Monitoring Officer
- **Team:** Legal Services

Job Purpose

This role provides strategic and operational oversight of Legal Services delivery across GMCA and TfGM, with a primary focus on the commissioning, contract management, monitoring and performance analysis of externally provided regulated legal services.

The postholder is accountable for ensuring that external legal service providers deliver high-quality, cost-effective and compliant services in line with contractual obligations, applicable professional obligations, governance and procurement frameworks and organisational priorities. The role applies substantial professional judgement in contract management, performance assurance and expenditure oversight, providing analysis, constructive challenge and recommendations to senior leadership to support decision-making, risk management and continuous service improvement.

The postholder will lead the development and redesign of legal service delivery models, supplier management arrangements and performance frameworks across GMCA. Working collaboratively with TfGM, support greater consistency, efficiency and assurance in the provision of legal services.

Key working relationships

- Group Solicitor and Monitoring Officer and Directorate senior leadership
- Head of Legal and senior managers (TfGM)
- Corporate Services e.g. Finance, Procurement, People Services, IT
- External legal service providers
- Senior officers and budget holders commissioning external legal support across GMCA
- Relevant professional and regulatory bodies

Key Responsibilities

1. Lead the strategic and operational management and oversight of externally commissioned regulated legal service provision, ensuring delivery meets contractual requirements, service standards and applicable professional obligations.

2. Develop and implement supplier performance strategies and proportionate KPI and assurance frameworks, holding providers to account for service quality, responsiveness, cost, compliance and delivery.

3. Analyse complex performance, financial and activity data, identifying trends, risks and areas for improvement and presenting clear recommendations to senior leadership.

4. Ensure that the commissioning and management of external legal services operate in compliance with applicable contractual, procurement, governance and assurance frameworks.

5. Monitoring and challenge legal services expenditure and supplier invoices, working with budget holders and Finance to support expenditure control, forecasting and value for money.

6. Act as senior operational contact with external providers and drive performance improvement.

7. Lead resolution of complex contractual and performance issues including escalation.

8. Maintain accurate and appropriately secure records to support effective contract management, audit, governance, organisational assurance and decision-making.

9. Develop management information and reporting frameworks that provide senior leadership with effective assurance over external legal service delivery, expenditure, performance and risk.

10. Identify and implement service improvements, efficiencies and technology-enabled solutions, promoting consistent and effective legal service management across GMCA and, where practicable, TfGM.

11. Lead the development/re-design and implementation of legal service delivery models (including Legal Business Partnering), supplier management approaches and performance frameworks across GMCA and, in collaboration with TfGM, identify opportunities for greater consistency and efficiency.

12. Lead the development and implementation of annual legal services commissioning plans, informed by anticipated organisational demand, available procurement routes, supplier capability and value-for-money considerations.

13. Develop longer-term legal service delivery plans to support organisational priorities, anticipated demand, supplier resilience and the effective use of internal and external legal resources.

14. Lead or contribute, as appropriate, to the development and review of policies and supporting procedures relating to the commissioning, management and operational delivery of legal services, and to governance and assurance frameworks.

15. Provide professional advice, analysis and constructive challenge to senior officers on supplier performance, risks, commissioning options, expenditure and legal service delivery.

16. Handle highly confidential and sensitive legal, commercial and governance information, applying significant levels of security, professional discretion and judgement.

17. Maintain the Legal Services Intranet page.

General

1. Provide strategic and operational support to Legal Services.

2. Support Legal Services business planning, service reviews and longer-term delivery planning.

3. Maintain and improve operational documentation, templates, guidance and digital information supporting the effective delivery of Legal Services.

4. Promote collaborative working, knowledge sharing and, where appropriate, consistent practice across GMCA and TfGM.

5. Promote a culture of continuous improvement, innovation professional standards and value for money.

6. To hold yourself and others to a high standard of professionalism at all times, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do.

7. Working with other teams internally and externally collaboration is maximised and supporting on activity where appropriate

8. Ensure the services delivered internally and externally are inclusive and accessible, integrated with the service

9. To align work area to the Sustainability Strategy and ensure work practices are inclusive of this values & strategic intent

NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.

Knowledge, Skills, and Experience

Knowledge & Experience

Essential

- Degree, relevant professional qualification or substantial equivalent professional experience in contract management, commercial management, legal operations, business management or a related field
- Detailed knowledge of the regulatory and professional framework applying to the delivery of legal services, including Solicitors Regulation Authority requirements, confidentiality and legal professional privilege
- Detailed knowledge of public sector procurement, contract management, governance and assurance frameworks.
- Significant experience managing complex, large-scale or high-value contracts and holding professional service suppliers to account for performance, quality, cost and compliance
- Experience of performance management, service improvement and compliance monitoring including monitoring, analysing and challenging significant contractual expenditure and supplier invoices and financial performance.
- Knowledge of local government best practice
- Experience of advising and influencing senior stakeholders in complex multi-organisational environments
- Experience of using technology and management information to improve service efficiency, transparency and assurance

- Experience of handling highly confidential legal, commercial or governance information requiring significant security, discretion and professional judgement.

Desirable

- Experience of working with budget holders and finance professionals to support forecasting, expenditure monitoring, invoice assurance and financial reporting.
- Knowledge of issues facing the public sector, the local political landscape and the implications of these
- Experience in legal services

Skills, Values & Behaviours

1. Ability to interpret complex contracts, procurement, regulatory and governance requirements and ensure compliance
2. Highly developed analytical and problem-solving skills
3. Excellent communication skills
4. Uses developed negotiation and influencing skills to manage differing viewpoints, contractual positions and organisational priorities including at a senior level
5. Commercial awareness and focus on service quality, risk management and value for money
6. Ability to work autonomously in complex environments
7. Strong organisational and process management skills
8. Ability to deliver continuous improvement
9. High levels of professionalism and attention to detail
10. Committed to continuous professional development

This post is a politically restricted post, as defined by the Local Government and Housing Act 1989 (as amended by Section 30 of the Local Democracy, Economic Development and Construction Act 2009) on one of the following grounds:

- the post is that of a Chief Officer or Deputy Chief Officer or
- the post has delegated powers to discharge the functions of the Authority; or
- the duties associated with the post include giving advice on a regular basis to the Authority, to Committees or Sub-Committees of the Authority (including member panels, Sub-Committees etc.) or to joint committees on which the Authority is represented or give advice to Executive Members, Committees or speak to the media.

The post holder has a right to appeal to the GMCA Chief Executive against the classification of their post as politically restricted.

Corporate Duties

Do not behave in way which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.Abide by all relevant Service Policies and Procedures.

Records Management / Data Protection - As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative)that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security - As a GMCA employee you are required to upholdthe confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the

GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

Health and Safety - All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employeesare required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of thoseaffected by the Service's undertakings.

Service Policies - All GMCA employees must observe and adhere to the provisions outlinedin these policies.

Equal Opportunities - GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.