

Head of Employment Department - (Solicitor/FCILEx) 8 yrs+ PQE

Overall Purpose:

To manage the Firm's Employment Department to include managing and supervising the members of the team, assisting in the development of and then implementing strategies and plans, ensuring compliance with the Solicitors Code of Conduct and any accreditations as appropriate and continued and profitable growth consistent with the objectives and Core Values of the Firm.

Reporting to: Director Responsible

Location: Dominus Way, Meridian Business Park

Main Duties to Include:

1. Undertaking fee earning to achieve the department's financial targets.
2. Responsible for managing and leading a high quality department.
3. Responsible for developing an operational plan to fulfil the strategic plans agreed by the Board.
4. Responsible for ensuring compliance with the Solicitors Code of Conduct, and money laundering and proceeds of crime legislation, all internal operating standards, all relevant Policies and Procedures of the Firm and any accreditations as appropriate.
5. Responsible for preparing and managing financial targets for the Department as agreed by the Board. To produce in an accurate and timely manner such statistics or information on the performance of the department as the Board may require.
6. Responsible for effective management of the department within budgets, including leading, managing and developing staff to ensure optimum performance and motivation, maintaining exemplary levels of client care. Dealing at first instance with all client concerns and Stage One complaints and where complaints cannot be resolved at Stage One to assist the Director Responsible and/or Client Care Director with Stage Two complaints or any complaints to the LeO, including preparation of reports and recommendations. Dealing with any disciplinary matters with support from the Head of HR & Operations.
7. Responsible for ensuring continued improvements in efficiency and effectiveness through use of case management system, other technology and internal procedures.
8. Responsible for implementing and participating in operational plans to fulfil approved sales and marketing strategies agreed by the Board.
9. Responsible for maintaining up to date knowledge of the law and implementing any changes necessary to comply with such law and/or protect clients and the firm.
10. Preparing documents / literature in a professional manner working within guidelines as to what is acceptable and what is unacceptable in documents going to the general public
11. Line Manager to all Fee Earners within the team and support staff as appropriate. Responsible for ensuring all PDR's are completed for team members. Management and supervision of staff wherever necessary and as required by regulatory requirements and to manage staff to ensure continuity and consistency of service to clients. To lead and develop the team to maximise personal job satisfaction and personal development potential to the benefit of the Firm, within budgetary constraints.