

## Legal Operations Manager

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

### You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

### The role

This role has responsibility for the key functional areas of legal operations across the two in-house delivery areas, Litigation and Transactions as well as our external framework.

Leads legal Operations with the key purpose of driving processes and efficiencies for optimal legal service delivery.

A member of the Legal Leadership Team, you will line manage a team of 4 Co-ordinators responsible for a wide range of clerical and administrative duties supporting this delivery of legal services to the business.

Reporting to: Director of Legal Services

### The location

You'll be based at our head offices in Farringdon with the option for working in a hybrid way when appropriate and as agreed with your manager.

## What you'll be doing:

- Working with the Director of Legal Services to set strategic goals that anticipate Southern Housing's legal needs to create value and support organisational success
- Working with Director of Legal Services to build balanced, high-impact teams that embrace our vision, culture, and values.
- Work in close collaboration with Finance to define budget and manage spend.
- Drive operational excellence through key technology implementation and process improvement projects.
- Taking responsibility for Business Intelligence and through the use of strong data analytics, develop and oversee legal KPIs that demonstrate the legal team efficiencies, value add and to assist SMT and the wider business with decision-making.
- Understand the work and the risk. Allocate, assign, and distribute resources, both internally and externally, to those best suited to ensure efficient delivery of legal services.
- Develop focused practice operations to free up our legal teams enabling lawyers to focus on law. Strategically leverage policies, processes, tools, and people to achieve the highest level of efficiency possible.
- Implement processes and standards to collect, structure, and organize knowledge to save time and improve outcomes. Leverage existing knowledge to make work easier.
- Effectively deal with enquires and complaints and promote high customer service standards. Learning from complaints to help alter working practice as needed.
- Maximising the benefits of our Case Management System (LawVu) and other office systems to generate efficiencies and resource productivity by automating processes; digitising tasks and implementing solutions
- Responsibility for Information Governance, implementing clear guidelines for organizing, securing, storing, and sharing data to better mitigate risk, control costs, and support compliance and legal standards.
- Plan, co-ordinate, and lead department-wide and cross-functional initiatives leveraging established practices and disciplines. Facilitate change and innovation without losing focus.
- To develop and maintain professional relationships and partnerships externally and internally. Strengthen relationships by strategically investing in talent and expertise to deliver value, increase transparency and accountability, and create stronger connections.

## As a People Manager

- Work with the Senior Management Team to maximize our resources through sound financial management.
- Hire skilfully, recognise talent, and incentivise retention through professional enrichment and work-life dynamics.
- Provide and contribute to targeted professional training to educate and improve our human capital to retain knowledge, deepen expertise, and advance business objectives. Coach, train, develop, and thrive.

- To manage, on a day to day basis, individual team members and be responsible for staff development within the team including training, 1 to 1s, annual appraisals and addressing performance issues in conjunction with the Senior Management Team.
- Embrace and promote Southern Housing HEART Values, creating an environment which is supportive and a place where it's enjoyable to work.

## What you'll need:

### Knowledge & Experience

- Educated to degree level or equivalent (E)
- Leadership/Management qualification (D)
- Law Degree (D)
- Knowledge and/or experience of the law (E)
- Demonstrable experience within a legal or related environment with a capacity which involved leading teams, as well as service improvement (E)

### Skills

- Effective communications skills, both oral and written. (E)
- Effective IT skills (E)
- Data analytics and reporting skills (D)
- Ability to manage time effectively, work well under pressure both individually and in a team to meet deadlines, (E)
- Good influencing and persuading skills (E)
- Excellent organisational and prioritisation skills, with the ability to delegate and multi-task efficiently.

### Abilities

- Good verbal and numerical reasoning skills including evaluating, judgement and decision making (E)
- Ability to build and maintain effective relationships at all levels.
- Ability to deal with conflicting priorities. (E)
- Meticulous attention to detail and quality (E)
- Self-motivated with a flexible approach to work (E)
- A 'can do', proactive approach to problem solving (E)