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| **ROLE Title:** | Team Manager – Legal Advisory | **DAte:** | March 2022 |
| **GRADE:**  |  | **Business Unit:** | Legal Services |
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| **Role** | **Key Responsibilities:** | **Skills / Knowledge / Experience:** | **Competencies / Values** |
| **Role Purpose**:To lead and manage the daily operations and performance of the Legal Advisory Team, in line with internal policies and procedures and within regulatory framework for conduct of business.To ensure that all activities carried out with the customer being central to our processes.**Role Dimension:** Operations**Financial Managing** associated FTE costs, overview of supplier invoicing**Non-Financial:**All RAC Legal Services products and provision of services, including white labelled products to corporate partners**Reports to:** Operations Manager**Relationships****Internal:** All RAC Colleagues**External:** Business partners and associated suppliers, RAC Customers and clients entitled by way of service provision, appropriate bodies to facilitate service delivery e.g. SRA, FCA etc |  To ensure the efficient and effective running of the Legal Advisory customer facing team. To achieve and exceed Legal Services minimum standards of performance whilst maximising opportunities to capitalise on revenue generating opportunities, whilst maintaining budgetary control of costs.**Operational Performance*** To achieve and exceed Legal Services minimum standards of performance whilst maximising opportunities to capitalise on revenue generating opportunities.
* Ensure the team delivers all necessary SLA’s and KPI’s measures.
* Ensure the efficiencies and productivities of the team are being optimised, both through the use of systems, telephony and through individuals’ personal performances
* Support the Operational Manager with the delivery of requirements, such as our Business Continuity Plan (BCP) any Implementation plans, new partnership accounts.
* Ensure the right balance of expertise is maintained within the team. Own and manage the recruitment process, support our HR function.
* Ensure resourcing is effectively maintained and optimised. Match the working shift patterns of the team, to enable the appropriate management is in place during our opening hours as required.
* Support the work of the Quality Assurance Manager by supporting completion of agreed levels of monitoring (FCA call quality, TCF, complaint cases) . Work with the Quality Assurance Manager/s to implement quality/compliance improvements, and drive performance.
* Use MI to understand where efficiency gains and improvements can be made, managing through to delivery with the Team Managers and their teams

**Direct Reports*** Informing, developing, motivating and coaching DR’s to ensure that they have the knowledge and skill to lead their own team to deliver agreed targets and objectives, in addition to delivering a service that strives to exceed customer expectations.
* Own and drive the Training and Development programme and its modules, both for new starters and existing staff, helping develop our team/reduce attrition rates
* Ensure all colleagues have regular (monthly) performance reviews through 121’s, feedback and development plans. Ensure these
* are appropriate to meet the required standards of the role and that of the team.
* Ensuring that own self and DR’s utilising performance review meetings to effectively communicate to improve morale, awareness and performance. Undertake and support formal performance management for underperformance or poor conduct
 | **Essential Skills :**Law graduate (LLB and post graduate qualification eg LLM, LPC/LSF or BVC) and/or equivalent legal/insurance qualification or allied industry gained work experience.Good working knowledge of insurance law. Thorough understanding and application of the law in general. Experience of working in a customer facing environment or call centre.Experience of managing and/or creating an environment to develop high performing teams.Strong ability to prioritise and meet deadlines/manage workloadsGood working knowledge of MS Office packages including Word, Excel & PowerpointProven ability to positively influence performance in othersEvidenced ability to lead by example**Desirable:**Expertise in one or more specialised areas of law, including motoring law.Good all round understanding of products and services offered by RACLS.A broad range of IT skills.Excellent understanding of RACLS regulatory obligations in respect of FCA, and MOJ and understands how to imbed these into working practices.Work must conform to standards set by the Financial Conduct Authority, Data Protection Act and other relevant legislation and/or regulatory bodies | **Competencies*** Continuous Improvement- 3
* Developing Self and Others -3
* Judgement and Decision Making- 3
* Achievement Drive- 3
* Customer Focus- 3
* Interpersonal and Influencing skills- 3

Specialist Knowledge: demonstrate the appropriate company, business and technical knowledge required to perform the role effectively.**Values**    |