

# CITY OF HAMILTON

## CORPORATE SERVICES DEPARTMENT (LEGAL SERVICES DIVISION – LOCATION – 50 MAIN ST. E., 4<sup>th</sup> FLOOR)

### MANAGER, LEGAL SERVICES

#### SUMMARY OF DUTIES:

Reporting to the City Solicitor, the Manager, Legal Services will be responsible for the business management of the Legal Services Division including the development of policies and practices to support implementation of the Division's goals and objectives. Responsibility of the Manager, Legal Services does not extend to any issues related to the actual practice of law and decisions regarding Solicitors. The Manager, Legal Services is accountable for the following core services and activities provided in support of the Division's mandate:

#### **Administration**

- Responsible for the business management of the Legal Services Division including the development of policies and practices to support implementation of the Division's goals and objectives.
- Delegate specific areas of administrative support to support staff within the Division, as appropriate.
- Develop procedures to keep staff informed of key issues and initiatives for the City of Hamilton and to provide a mechanism by which members of the Legal Services Division can have matters of concern to them addressed.
- Work with individual Solicitors, Legal Assistants, Law Clerks, Supervisor, Municipal Prosecutions, Prosecutors and Municipal Prosecution Assistants having difficulty in specific administrative area.
- Keep informed of practice management activities through frequent discussions with the Deputy City Solicitors to ensure that adequate administrative support is being provided.
- Keep the City Solicitor and Deputy City Solicitors informed of major operating issues and of the status of the Legal Services expenditures vs. budget. Call their attention to any matters that require their involvement.
- Assist the City Solicitor as required with the development of action plans to achieve the Legal Services Division's goals and objectives.
- Assist the City Solicitor in monitoring progress on action items.
- Coordinate the continued development of a practice management structure that will support effective client service delivery.
- Forecast demand for legal services.
- Coordinate Fire plans and emergency plans for division.
- Responsible for the preparation of a Continuity Plan for Legal Service.
- Responsible for courthouse security as it pertains to Legal Services.
- Coordinate practice development planning to ensure that the Legal Services Division can continue to provide services that support clients' future needs.
- Ensure that appropriate business cases are prepared for specialty expansion.
- Oversee the location, planning, equipping and maintenance of suitable office facilities (including space, leasehold improvements, furniture, fixtures and equipment).
- Ensure effective utilization of office space and library.

#### **Client Service Level Agreements**

- Implement Service Level Agreements with key users of legal services.
- Provide data to the City Solicitor and Deputy City Solicitors on the relative usage of the Legal Services Division by other City Departments and outside boards and agencies.
- Conduct annual satisfaction surveys.

#### **Outside Relationships**

- Serve as the Legal Services Division liaison with other City Departments on operating and administrative issues and with vendors providing products and services to Legal Services.
- Coordinate all administrative and financial aspects for partnering with outside counsel (law firms).

- Represents Legal Service on various working groups throughout the corporation.
- Represents Legal Service on Expert Panel for Legal Services with MNBCanada

### **Practice Groups**

- Attend Practice Group meetings as required.
- Work with the Deputy City Solicitors in developing systems for work assignment, work flow, monitoring workloads and general coordination among the various groups.
- Provide Deputy City Solicitors with the financial information needed to monitor workloads, service levels and use of outside counsel.
- Identify specific problems with performance of lawyers, law clerks and legal assistants and recommend solutions.
- Identify specific problems with performance of Prosecutors and recommend solutions,
- Train Deputy City Solicitors in interpreting financial reports and using other performance indicators.
- Work with the Deputy City Solicitors in developing budgets and establishing annual performance goals.

### **Human Resources**

- Provide supervision and mentoring to Law Clerks, Legal Assistants, Supervisor of Municipal Prosecution, Prosecutors, and Municipal Prosecution Assistants.
- Provide guidance, leadership, advice and direction to the Legal Services Division's Law Clerks, Legal Assistants, Supervisor of Municipal Prosecution, Prosecutors, and Municipal Prosecution Assistants to ensure efficient and timely service.
- Develop and empower staff through delegation of responsibilities and accountabilities through regular feedback and by providing development opportunities and technical direction.
- Ensure the development of overall guidelines for the hiring, compensation evaluation and discharge of all human resources to be implemented or supplied by Human Resources.
- Ensure the communication of the City of Hamilton's total compensation program, including benefits, family-responsive programs, attendance management plan, policies and training programs.
- Liaise with Human Resources on recruiting, training and salary administration of Solicitors, Law Clerks, Legal Assistants, Supervisor of Municipal Prosecution, Prosecutors, and Municipal Prosecution Assistants.
- Ensure that all employees perform work in accordance with the Occupational Health and Safety Act and Regulations and all City of Hamilton Corporate/Departmental Policies and Procedures.
- Ensures confidentiality of all HR records.

### **Financial Responsibility**

- Assist the City Solicitor with the development of annual operating and capital expenditures budget for Legal and submit the budget for final review and approval.
- Develop the annual operating budget for POA – Prosecution and submit the budget for final review and approval.
- Provide succinct FIR report for Legal Service to Finance.
- Responsible for KPI metrics for Legal Service dashboard and Legal Services reports.
- Provide succinct interpretative and descriptive management reports to the City Solicitor and Deputy City Solicitor on a regular basis, with appropriate remarks and recommendations regarding any variances between actual results and budgets.
- Prepare activity reports for key users of legal services and for Council.
- Review and comment on reports provided by outside counsel.
- Ensure compliance by law firms with billing and reporting arrangements.

### **Technology & Procedures**

- Ensure that the Legal Services Division has a rolling three year technology plan.
- Guide the Assistant City Solicitors in developing strategic administrative plans for their areas of responsibility.
- Supervise the various administrative personnel responsible for development and implementation of all technology systems and procedures, including but not limited to software including substantive law applications, communications, files, library and office services.

- Ensure that Solicitors and support staff have the technological support and training required including word processing, litigation support, substantive systems, computerized research, etc.

Participate in senior management team meetings of the Legal Services Division.

Perform other duties as required which directly relate to the functions of this position.

**QUALIFICATIONS:**

1. Proven knowledge of the practices and theories of law office management normally attained through a post secondary education in business administration, commerce or other related fields normally acquired through the completion of a university degree, or an equivalent combination of education and related legal office experience.
2. Extensive supervisory experience preferably in a municipal environment or private law firm.
3. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
4. Highly developed analytical and planning skills with a proven track record for long-term visioning and strategic planning.
5. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
6. Demonstrated financial management skills developing, implementing and monitoring budgets.
7. Highly developed conflict resolution and problem solving skills.
8. Demonstrated experience in designing and delivering customer focused programs and services.
9. Excellent verbal skills to interact effectively with elected officials, representatives from stakeholders groups, management, peers, staff, client groups, boards, agencies and outside counsel.
10. Excellent interpersonal skills and ability to express ideas effectively, verbally, in writing and through formal presentations.
11. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Department.
12. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
13. Excellent interpersonal skills and ability to express ideas effectively, orally, in writing and through formal presentations.
14. Working knowledge of computer software applications in a Windows environment utilizing MS Office software (Outlook, Word, Excel and PowerPoint), PeopleSoft and database software.
15. Organizational skills required to manage daily workload, set priorities, meet deadlines and ensure efficient, timely service.
16. Demonstrated ability to be flexible and willing to change priorities to meet constantly changing and ambitious deadlines.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**

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