**Job Description**

**Job Title:** Head of Employment

**Location:** Sheffield

**Reports to:** Director of Client Services or Head of Legal Practice

**Standard Hours of Work:** TBA

**Salary Range (incl. benefits):** TBA

**Date revised:** 17th June 2016

This is a key strategic appointment for a unique ABS, which is owned by two trade unions. The firm provides a range of services to union members, including advising on employment matters, vetting employment cases and negotiating settlement agreements. The next stage in the firm’s development is to engage in employment litigation.

We are looking for a Head of Employment with strategic vision, a passion for customer service, the ability to develop the team and an understanding of the work of the unions, as travel to union events throughout the UK will be required. Developing relationships with the unions will be a vital aspect of this role.

On a strategic level, the firm will be looking to develop expertise and services throughout the whole of the UK with the appointee being required to lead this initiative.

# Job Purpose

### Reporting into the Director of Client Services and ultimately the Head of Legal Practice, the Head of Employment has responsibility for overseeing the effective management and operation of the employment department. This is to include one-to-ones with senior employment lawyers, audit and performance management, as well as general personnel management of staff at the following levels: supervisors, fee earners, employment vetters, and employment team members, including assistant vetters and helpline staff.

### The role requires day-to-day management and oversight of the team, caseloads, workloads, risk management, case and matter investigations, complaints and negligence allegations. The role also includes relationship management with the unions, legal officers, regions and other union personnel, as well as interaction with other law firms. The Head of Employment will work closely with the management team to design, deliver and implement system changes, workflows and process improvements. There may be a requirement to provide cover for employment matters that are retained in-house and to assist with holiday cover as required.

### SCOPE OF THE ROLE

The role will be based in the employment department, however, there may be a requirement to work in other areas of the business as the need arises. In addition, some travel and overnight stays will be required when attending union events.

This is a self-supporting role, i.e. there is no secretarial support and therefore experience of own typing and administration is essential.

# PRINCIPAL ACCOUNTABILITIES/TASKS

* To operate at a strategic level with the management team to ensure the right systems and controls are in place to deliver an excellent standard of service to our members and the unions. This will involve a constant review of the systems, controls and process to determine whether they are fit for purpose as the environment and service delivery requirements change. This will include management controls, audit requirements, risk management, service levels compliance, employee development and training, to name but a few
* To carry out performance management or one-to-ones with senior employment personnel and to ensure that the existing performance management framework for the department is robust, monitored and embedded into the business
* To ensure the systems and controls in place to carry out quality reviews in each team – vetting team, settlement agreements and fee earning – within the employment department are adhered to
* To manage the staff day-to-day in terms of incoming work, vetting, caseloads, holidays, sickness, and absence
* To implement an effective training and development framework for the employment department and other UnionLine personnel who have personal development plans that include employment training, such as trainee solicitors and other staff who wish to progress in UnionLine. Such training to include technical and soft skills
* To provide training and communication as required to external audiences, such as regions
* To identify training and development needs within the team and to deliver that training
* To achieve team targets, audit and quality requirements, service level agreements (SLA), and key performance indicators (KPI)
* To assist in the development and continual improvement of the case management system – developing caseflow and workflow processes with the wider management team
* To assist with caseloads as required
* To ensure each function of the employment department continues to provide an excellent service to the unions and the regions, and to build on the excellent relationships we have developed
* To ensure the employment team deals with matters appropriately, including communication with clients over the telephone, by email and in face-to-face meetings, and with other solicitors and professional organisations over the telephone, by email and correspondence
* To meet all SLAs and KPIs within the department
* To assist with building a credible and robust employment department