



POSITION DESCRIPTION

Tūranga | Position title: Team Manager, Legal Support

Team: Legal Operations Branch, Strategy and Corporate Group

Reports to: Director, Legal Operations

Direct Reports: (5-8) Legal Administrators

Document Date: June 2019

Te Tari Ture o te Karauna | Crown Law Overview

Crown Law provides legal advice and representation services to the government in matters affecting the executive government. The services provided include matters covering judicial review of government actions, constitutional questions including Te Tiriti o Waitangi/Treaty of Waitangi issues, the enforcement of criminal law and the protection of revenue. Crown Law also administers the prosecution process in the criminal justice system, in particular, Crown prosecutions.

Crown Law's vision is to provide collaborative, indispensable, legal service. Crown Law's purpose is summarised in the following statements:

- **Legal experts:** We are experts in public, criminal, constitutional and Treaty of Waitangi law; enabling Government to pursue its policy objectives according to law.
- **Kaitiaki of the rule of law:** We support the Law Officers (the Solicitor-General and Attorney-General) to determine the Crown's view of the law.
- **System leaders:** We provide leadership for the networks of Crown Solicitors, public prosecuting agencies and in-house Government lawyers.

A Tātou Tikanga Mahi | Our Crown Law Values

Crown Law is committed to ensuring te ao Māori and te Tiriti informs how we work and is at the heart of everything we do. We value experience, knowledge and understanding of te reo and tikanga within Crown Law.

Crown Law team members strive to demonstrate the following Crown Law Values in our interactions with each other, our clients and in all we do.

- We look after the **mana** of other people
- We value our **differences**
- We **care** about each other
- We recognise our **impact** on others
- We take **pride** in all we do

The organisation is committed to flexibility and provides a range of flexible working arrangements that allow our team members to work in ways that allow them and the organisation to perform at their best.



Kōrero Whakataki mō ngā Ratonga Tūmatanui | Public Service Introduction

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

Mō te Tūranga | About the Role

The Legal Operations Branch provides high quality legal support services to enable Crown Law to build a better Aotearoa through a responsible, lawful government. This includes providing legal administrative support for legal counsel, a range of services to enable successful litigation, and office administration to ensure the smooth running of the Crown Law Office.

The Team Manager, Legal Support is responsible for leading the delivery of legal support services to legal counsel to ensure the quality of the services provided and drive initiatives to continually improve service delivery as well as driving efficiencies and standardisation where possible. This role will build strong relationships with Legal Team Managers and will work in partnership with other Team Managers to ensure efficient and effective legal support is provided to legal groups.

Ngā Haepapa Matua | Key Responsibilities

Leadership and Management

- Deliver effective management and high-performance leadership to the legal support team, with a focus on developing capability and performance.
- Coach, guide and support direct reports in their roles to develop skills and capabilities.
- Deliver training to Legal Administrators to ensure a consistent training offering and identify areas for improvement and/or standardisation.
- Provide regular feedback and support through coaching and on the job learning.

Delivery

- Manage day-to-day workflow and task allocation, ensuring utilisation of resources and forecasting for peak workloads.



- Work with the Director, Legal Operations and collaborate with other Team Managers to develop consistent systems and processes for delivering operational support across Crown Law.
- Measure and report on performance, using data to drive priorities, workflow management and improvement initiatives.
- Provide legal support to Legal Team Managers on complex or highly specialised cases where required.
- Ensure staff are well communicated with, aware of priorities and aligned on what is important.
- Actively participate and champion tasks associated with the Health, Safety and Security of the workforce.

Relationship Management

- Build and maintain strong relationships with the other Team Manager, Legal Support and Team Managers, Criminal Appeals to provide a consistent legal support offering is provided and identify continuous improvement opportunities.
- Build positive working relationships across Crown Law, through listening and building rapport and trust.
- Develop knowledge of your portfolio and Counsel's work/cases, identify opportunities to add value and implement improvements.
- Influence across your portfolio stakeholders, taking ownership and setting expectations to achieve outcomes.

Process Improvement

- Streamline and standardise tasks through ensuring business processes are implemented and documented.
- Develop and maintain relevant feedback systems to monitor and improve day-to-day operations.
- Utilise continuous improvement methodologies to review and improve processes and reduce waste. Implement the changes throughout Crown Law.
- Champion best practice and set standards for the quality of portfolio work and outputs, in conjunction with wider Operational Services stakeholders.
- Build relationships throughout Crown Law, understanding pressures and critical success factors across Counsel and wider Crown Law teams when designing and implementing improvements.
- Support the development and delivery of training required due to improvements and/or process changes.

Health and Safety

- Comply with all reasonable instructions regarding wellbeing, health and safety policies and processes and the Health and Safety at Work Act 2015.
- Take reasonable care to ensure that in the performance of their employment they do not undermine their own wellbeing, health and safety or that of any other person.



- Work in a safe and responsible manner, ensuring incidents, accidents, hazards or near misses are promptly reported.

General

- Any other reasonable requests by your manager.
- Contribute to wider Crown Law initiatives and be an active member of the Legal Operations Leadership Group.

Key Working Relationships

Internal

- Counsel
- Team Managers
- Leadership Team
- Finance
- IT
- HR

External

- Public Sector Agencies (including Justice Sector Partners)

Skills, Experience and Qualifications

Qualifications

- Tertiary qualification in a relevant business discipline is highly desirable, or ability to demonstrate application of a tertiary qualification.

Experience

- Proven experience as a people leader in an operational environment.
- Proven experience designing and/or implementing improvement initiatives.

Skills

- Strong relationship management skills, particularly working with business stakeholders.
- A proven interpersonal and communication skills.
- Ability to adapt to change and identify opportunities for improvement.
- An understanding of the principles of te Tiriti o Waitangi/the Treaty of Waitangi.
- A good general knowledge of, and respect for, te ao Māori and tikanga, or a willingness to learn and apply.
- Competence in, or willingness to develop competence in, te reo Māori

Personal Attributes

- Values and respects te ao Māori, te reo and tikanga and has a personal commitment to continuing to develop knowledge in these three areas.



Te Tari Ture o te Karauna

Crown Law

- Honour and Integrity: Be a role model of the Crown Law policies and values, including its 'Ways of Working'. Adhere to the New Zealand Public Service Standards of Integrity and Conduct at all times and model the Standards within the Office
- Accountability for self-development.
- Demonstrate conscientiousness and resilience.

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