

# Position description

<b>Position title:</b>	Manager Legal Practice, Technology and Operations	<b>Team:</b>	Legal Services
<b>Division:</b>	Group Strategy and Chief Executive Office	<b>Reports to:</b>	General Counsel
<b>Department:</b>	Legal Services	<b>Direct reports:</b>	6
<b>Unit:</b>	Legal Services	<b>Indirect reports:</b>	Nil



## Our Commitment to te ao Māori

We honour Te Tiriti o Waitangi, accord value to Te Ao Māori (The Māori World), support kaitiakitanga and are responsive to the needs of the Māori community. You participate in initiatives to embed Te Ao Māori into the way we do things. You are willing to develop and build your own confidence and capability to contribute to the department's Māori Responsiveness Plan / Treaty Responsiveness journey.

We are committed to supporting Auckland Council to deliver the goals of its Whiria Te Muka Tangata (Māori Responsiveness Framework) of an empowered organisation, strong Māori communities and effective participation in democracy.



## Purpose of the job

To manage the Legal Services practice and to lead continuous improvements and innovations to the way Legal Services operates to drive greater effectiveness, efficiency, engagement and value for money.



### Key responsibilities

- Manage the Legal Services practice, including but not limited to business and financial planning, managing the administrative functions of the department and managing internal relationships with council's support services departments.
- Manage the legal administrators and oversee the delivery of high-quality administrative support and customer services to the Legal Managers and their teams.
- Oversee the recruitment of legal graduates and provide support in their first year.
- Manage the department's finances including contracts, purchase orders, and invoicing.
- Identify opportunities for continuous improvement of processes and ways of working both within the Administrative team and across the broader department; including through simplification and automation.
- Drive and manage the adoption and embedding of new technologies and systems including knowledge management, document management and enhanced matter management.
- Assess scope for improvements around triaging, allocation of legal matters and delivery of legal work.
- Implement and maintain a data collection, analytics and reporting system that meets the needs of the General Counsel, Managers and the organisation.
- Overall responsibility for coordinating the preparation and reporting of the department's budget with input from the other managers.
- Manage the relationship partnership framework with clients and coordinate feedback.
- Implement and maintain a process for regularly measuring client satisfaction.
- Design and implement improvements to the management of contracts with external law firms.
- Oversee the development and maintenance of a suite of tools, precedents and training modules to enable clients to self-help and reduce demand on the legal team.

### Auckland Council behaviours



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 <p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>• Legal Services becomes a best practice in-house team in terms of efficiency, effectiveness, innovation and value for money.</li> <li>• Lawyers are supported to do their jobs by excellent administrative support, fit for purpose technologies and systems for document management, matter management and knowledge management.</li> <li>• The department captures and analyses key data that allows the General Counsel and Managers to monitor productivity, workflow trends, sources of work and outcomes; and report on these to the organisation.</li> <li>• Legal Services has an efficient and effective way of receiving, triaging, allocating and responding to legal inquiries.</li> <li>• The relationship partner framework is optimised.</li> <li>• The department has a usable suite of self-help tools on its intranet to reduce demand and a programme of training for the organisation.</li> <li>• The department has an accurate and current understanding of levels of client satisfaction.</li> <li>• The Managers and General Counsel have the information they need to manage the relationships with external law firms to maximise value.</li> <li>• Managers and teams continuously improve the way they work by having a person whose dedicated role is to create momentum for positive changes.</li> </ul>
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 <p><b>Key skills</b></p>	<ul style="list-style-type: none"> <li>• Strong collaboration skills.</li> <li>• Innovation, finding creative solutions, clearing roadblocks.</li> <li>• Energy, drive, initiative.</li> <li>• Working to a programme and achieving results.</li> <li>• Strategic thinking.</li> <li>• Using technology and navigating new technologies and systems.</li> <li>• Working with data, analysing trends, creating reports.</li> <li>• Attention to detail.</li> </ul>
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 <p><b>Job requirements</b></p>	<ul style="list-style-type: none"> <li>• A tertiary qualification in Law, Business Studies, Commerce or relevant field.</li> <li>• Minimum ten years' experience working in a professional services environment.</li> <li>• Familiarity with legal administration/ business support including commercial / financial management and reporting</li> <li>• A good understanding of the way an in-house legal team works.</li> <li>• Proven experience in a project management or business transformation role.</li> <li>• Technological competence.</li> </ul>
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**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

<b>Approving manager:</b>	<b>Version date:</b>
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General Counsel	17 February 2026
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 <b>Job Framework</b>	<b>Job Function:</b>	<b>Job Family:</b>	<b>Job:</b>
	Legal & Risk (68000020)	Legal Executive (68000208)	Team Manager Legal I (73000094)

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