

Job Title:	Assistant Credit Controller – Fees & Billing
Reporting to:	Credit Manager and Senior Practice Manager
Job Summary:	To provide a professional, effective, and efficient billing and fee collection services to Chambers. To act at all times so as to ensure that Chambers remains compliant with the Bar Standards Board (BSB).

Day-to-day responsibilities

The Assistant Credit Controller will work closely with the Credit Manager to ensure the timely billing and collection of outstanding fees on behalf of all members of chambers. Their responsibilities include, but not limited to:

Following Chambers established fee collection protocols and processes all times.

Routine checking and despatching of fee notes and letters to solicitor and other clients to ensure the efficient billing and recovery of outstanding fees.

Providing weekly and/or monthly billing requests to clients when required.

Billing fee notes using Client E-Billing or other systems as required.

Regular monitoring and updating of missing time/fee entries on the Chambers case management system (MLC), as well as unbilled items, via various MLC reports, and liaising with the clerks' team to ensure barristers' times are up to date prior to billing.

Working with the Credit Manager to reduce outstanding debt to targets set by Chambers.

Discussing fee collection matters with clients as necessary, by telephone, email, and letter (as appropriate).

Liaising with the Credit Manager and the Senior Practice Manager in relation to any fee disputes of problem issues which may arise from time to time.

Discussing various forms of contractual terms with Clerking team and ensuring that appropriate fee chasing cycles are followed.

Assisting the Administration team with the allocation of payments on the case management system and providing VAT receipts as and when required.

Providing bank details and completing supplier forms for clients.

Working with the Credit Manager and wider staff team to improve our current billing systems.

Other/general responsibilities

Chambers seeks to promote and market itself actively with clients and potential clients. These activities may take place outside of normal office hours. The post-holder may therefore be expected to provide support (e.g. greeting guests etc) on a small number of occasions during the year.

Recognising that this is a small team, the post holder may be asked to provide assistance in other areas of Chambers work as directed and agreed with the COO and Joint Directors of Clerking in the first instance and if not available, the Director of Operations, to ensure the smooth running of Chambers.

Role expectations

We ask all members of the staff team to

Ensure that they provide and maintain a first class, courteous and professional service.

Contribute to the creation of an 'open culture' between staff members and Members of Chambers, one in which individuals feel able to share ideas and express opinions.

Work in a safe manner and identify any health and safety hazards and advise the Director of Operations in respect of the same.

Ensure that conduct is not discriminatory and does not involve any harassment or victimisation.

Undertake continued training as appropriate for your role.

Duties are subject to change dependant on the requirements of Chambers business. All duties are both for Keating Chambers Service Company Ltd and /or Keating Chambers.