

Job Description

Junior Clerk

What does the role involve?

The role involves the provision of administrative and organisational support to the Practice Management Team and assisting the team in providing an efficient, professional service to barristers and clerks.

You will provide an outstanding service utilising the available technology and support functions to ensure their best effect and work within Chambers' core values.

Who will I be working with?

You work with and support the wider Practice Management Team. You will report to a named Practice Manager or Practice Director within the Practice Management Team.

Core duties

- To answer the telephone in a professional manner, directing calls to the appropriate person or taking a clear message which includes the caller's contact details. To keep a record of all telephone calls.
- To accompany barristers to and from court with papers and books when required and make deliveries to other chambers when necessary.
- To assist in moving books, boxes, deliveries and documents around Chambers to ensure that corridors and other public spaces are kept clear. To keep the pigeon-hole area tidy.
- To take responsibility for monitoring the storage of papers in Chambers. To ensure that storage areas are properly managed, that papers are returned quickly and that only live cases are held in storage.
- To deal with all incoming and outgoing post and DX. To address and frank all post and take it to the post office as required. To address and stamp all DX and have it ready for collection. When the need arises to take the DX to the main sorting office in Chancery Lane.
- To record on the fees and diary system when papers have been sent out of Chambers, where they have been sent to and by what method.
- To undertake photocopying, including copying and preparation of authorities and bundles of documents for court, and faxing of documents as requested.
- To ensure photocopiers are in working order and fully stocked with paper. To do a stock check on copier paper and toner and reorder supplies as required.
- To be responsible for monitoring stocks of Chambers' stationery (including branded letterhead, folders etc.) and keeping stationery cupboards organised and tidy. To reorder general supplies and liaise with the Office Manager in good time to order new stock when necessary.
- To undertake case entry on the Lex system including new and opportunity case records, the entry of new client contacts and amendment of existing contacts as directed as well as entering (for example) conferences, hearings, papers, listings, general information and notifying barristers of the same.
- To undertake diary management on the Lex system, including booking in appointments, recording and billing fees and paperwork as directed.
- Facilitating the archiving of cases on Lex by running reports, liaising with barristers and marking cases for archiving on the system accordingly.
- Data entry to Lex and Microsoft Excel when required to assist the clerking and marketing teams.
- Attending court listing appointments, checking court and tribunal listings on a daily basis and notifying barristers of the next day's commitments.
- Lodging authorities and skeleton arguments with the courts and tribunals.

- Assisting with the monitoring and distribution of the general clerks' e-mail inbox.
- To carry out general clerking duties including but not limited to:
 - a. Covering for other junior members of the Practice Management Team in both departments;
 - b. Booking couriers;
 - c. Setting up rooms for conferences, seminars and social events;
 - d. Supporting the marketing team with event administration and setting up for events;
 - e. Recycling paper and other waste materials as appropriate.
 - f. Sending and receiving faxes on Chambers' e-faxing system and ensuring all received and sent faxes are logged.
- To attend meetings and assist with supporting the whole staff team as directed.
- Observe confidentiality in relation to all matters in Chambers and to comply with Chambers' procedures, all relevant regulations and all relevant sections of the Code of Conduct of the Bar of England and Wales.
- Any other roles or duties as required from time to time.

Client service

Client service is about how you develop and sustain strong relationships with internal and/or external colleagues/clients, and oral and written communication with colleagues, clients and other third parties.

- Comply with all aspects of the Chambers' core value of strong relationships.
- Build and maintain working relationships with colleagues, solicitors, courts, other chambers and stakeholders, providing an excellent level of service to internal and external parties.
- Manage incoming correspondence, emails, telephone calls and filing.
- Take responsibility for alerting the appropriate person regarding any feedback received from a client/colleague.
- Anticipate and consider client/colleague needs.
- Use Plain English in all communications and ensure information is presented in a clear, logical and structured way.
- Consider situations and use the appropriate form of communication, for example emails, letters, telephone, calls or face to face conversations.
- When appropriate, make file notes of meetings or telephone calls.
- Investigate problems to produce a satisfactory solution.
- Make recommendations for continuous improvement of client/colleague experiences and processes.

Business, team and practice knowledge

Business, team and practice knowledge is about your knowledge of the business and your team's practice area and complying with business processes within Chambers.

- Understand and follow the processes involved in your team's area.
- Read Chambers' communications and support new initiatives.
- Work within and adhere to all of Chambers' policies and procedures.
- Comply with Anti Money Laundering.
- Comply with and have a good understanding of data protection rules and procedures.
- Comply with Chambers' records management procedures.
- Adhere to client service.
- Make yourself familiar with and comply in all respects with any new policies.

Team Working

Team working is about actively supporting and helping others.

- Actively help others and seek assistance when required.
- Cover the planned and unplanned absence of colleagues within your team.
- Be aware of others' workloads and priorities in the team.
- Be proactive and think ahead of the needs of others.
- Understand the role and responsibilities of a Junior Clerk and recognise those of others.
- Be flexible and willing to go the extra mile when necessary to ensure work is completed on time.
- Attend team meetings.
- Actively support team business development and marketing and attend business development events, when appropriate.
- Actively listen and ask questions for clarity.
- Ensure the appropriate forum is used for discussions.

Planning and Organisation

Planning and organisation is about taking responsibility for organising your workload appropriately in a timely and accurate manner.

- Commence work punctually each day.
- Take responsibility for your work and speak to relevant people about actual and pending workload if problems arise.
- Identify work that can be delegated to others and liaise with your Line Manager accordingly.
- Effectively liaise with other support functions when appropriate.
- Plan and prioritise work.
- When you know you will be out of the office ensure a handover is undertaken for any ongoing items.
- Request work when capacity allows.
- Ensure that things are where they should be, when they should be and in the right order.
- Notify the appropriate person if you are unable to attend a meeting or training and rearrange as necessary.

Personal Development

Personal development is about gaining additional knowledge, skills and experience by taking on new challenges and learning new skills.

- Identify and offer to take on additional responsibilities.
- Work with your team to continuously develop effective ways of working within the business.
- Where relevant and appropriate provide support to develop the skills of others.
- Actively engage in Chambers' initiatives.

IT and typing skills

- Accurately produce documents, letters, memo, attendance notes and emails.
- Proof read all typed communications to ensure they are appropriately presented and that spelling and grammar have been checked.
- Amend marked up documents.



- Comply with any house style in force from time to time.
- Be competent in each of the firm’s systems.

Person Specification

<p>Qualifications</p>	<ul style="list-style-type: none"> • BTEC and/or 5 GCSEs including Maths and English grade 4, level C or above. • A levels preferred but not essential 	<p>Essential Desirable</p>
<p>Experience and Knowledge</p>	<ul style="list-style-type: none"> • Good spoken and written English • Experience of working in a professional services environment • Knowledge of Lex • Good knowledge of Microsoft software • Awareness of data protection legislation and principles of data confidentiality • Understanding of data security threats relevant to working within a legal services environment 	<p>Essential Desirable Desirable Essential Desirable Desirable</p>
<p>Skills and Behaviours</p>	<ul style="list-style-type: none"> • Excellent interpersonal skills • Good organisational and time management skills; the ability to work in a disruptive environment with competing demands and to prioritise effectively • Potential to develop and take on senior responsibilities • Flexibility, adaptability and willingness to help out • The ability to be positive and take the initiative with a “can-do” attitude and positive, friendly approach • Customer focused: understands what this means and uses initiative to meet client needs and expectations • Good team player; supports the team and values the contribution of other team members • Communicates well and understands the importance of clear communication • Attention to detail • Commitment to equality and diversity • Ability to work unsupervised and plan own workload • Tact and diplomacy • Discretion and trustworthiness • Professional presentation 	<p>Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential</p>
<p>Additional Requirements</p>	<ul style="list-style-type: none"> • The role includes manual handling. The ability to lift boxes and manage a trolley. 	<p>Essential</p>