



## JOB DESCRIPTION

<b>JOB TITLE:</b>	PRACTICE MANAGER
<b>LINE MANAGER:</b>	Civil Director Birmingham
<b>RESPONSIBLE TO:</b>	Civil Director Birmingham / Birmingham Senior

### 1 PRIMARY RESPONSIBILITIES

- 1.1 As a Practice Manager you are employed by Chambers to assist with the promotion and administration of Chambers, and the practices of its members.
- 1.2 To act in accordance with the instructions of Members of Chambers and Pupils in consultation with the Centre Manager or Practice Director(s) to assist with the efficient day to day management of Chambers.
- 1.3 To have a primary responsibility for ensuring that each member of Chambers is achieving optimal profitability and undertaking a level of work that is commensurate with their competence.
- 1.4 To assist with the promotion and management of a Group or a Centre and to support the work of the Group Practice Director(s) in your role as their deputy.
- 1.5 To have the responsibility for the line management of Band D Practice Assistants in your centre.
- 1.6 To operate within Chambers policies at all times.
- 1.7 To perform other tasks as reasonably requested by Members of Chambers or your Line Manager.

### 2 KEY ELEMENTS TO DISCHARGING PRIMARY RESPONSIBILITY

#### 2.1. ADMINISTRATION WITHIN CHAMBERS

In relation to the administration of the practices of the members of chambers and pupils, you are responsible for the following:

- To ensure the practitioners' diaries correctly record their commitments
- To provide practitioners with information about their professional commitments.
- To deal with telephone enquiries from solicitors in particular with regard to the selection and availability of Counsel, adhering at all times to Chambers' policies on the fair allocation of work.
- To book in accurately briefs, instructions and further papers in accordance with Chambers' case tracking system and internal procedures.
- To ensure that all briefs, instructions and further papers received for cases are appropriately acknowledged in accordance with Chambers' policies.

- To process additional information correctly which has arrived either by email, telephone or letter
- To record accurately on the case record Counsel's time spent and nature of work done so that fee notes are accurate and sent out expeditiously.
- To accurately record on the case record conversations of significance which may affect the outcome of the case, its listing, its billing, and issues regarding fee collection.
- To ensure that all confidential and sensitive materials are so marked.
- To attend listing hearings and attempt always to obtain the best dates for Counsel's diary
- To negotiate and bill Counsels' fees in privately funded work (Standard Contractual Terms, CFAs, LEI, Private fees generally) in accordance with Chambers' policies ensuring all the appropriate documentation is in place.
- To ensure that all publicly funded work is properly recorded, obtaining correct details of assisted persons and Legal Aid certificate numbers.
- To assess and correctly bill fees in publicly funded work in accordance with appropriate regulations
- To keep up to date with changes in the regulations for the assessment and billing of fees.
- To encourage members of chambers to return paperwork expeditiously.
- To work with the Credit Control department providing such information as may be necessary to assist timely fee collection.
- To assist other members of staff with their work during busy periods or to cover for holidays and sickness.
- To ensure that all complaints are directed to the Head of Business and Administration.
- To be aware of the content of Chambers' manual with particular reference to client care.

## 2.2 PROMOTION OF CHAMBERS AND THE PRACTICES OF INDIVIDUAL MEMBERS OF CHAMBERS.

In relation to the promotion of Chambers as a whole and the practices of individual members of Chambers you are expected:

- To assist with the promotion of Chambers as directed by the Practice Group Director and/or the Policy or Strategy Committee, by attending Chambers' events or other networking events from time to time
- To always look for opportunities to promote Chambers and the practices of individual members of Chambers.
- To be an ambassador for Chambers acting always in a professional manner displaying the highest standards.

## 2.3 ACCESSIBILITY

Given the nature of Chambers' business you must be accessible to members of Chambers and the Clerking team outside normal working hours.

## 2.4 MEMBERS AND OTHER EMPLOYEES

It is essential to the smooth running of Chambers that you foster a good relationship with all other members of staff and Chambers, and that you work as part of a team and co-operate with and show courtesy to one another.

### 3. GENERAL ATTRIBUTES REQUIRED

To be effective in your role as a Practice Manager, you are aware that the following attributes are required:

#### **Communication**

An ability and concern to communicate effectively, verbally and in writing, avoiding misunderstandings, reporting and passing on information and always to be polite and sympathetic.

#### **Stability**

Reliability and calmness under pressure, care and avoidance of mistakes, dependability in meeting commitments and promises.

#### **Judgment**

Analytical ability in assessing situations and making decisions, fairness and consistency with existing Chambers' policies.

#### **Competence**

Functional skill and job knowledge, understanding of techniques, technology and systems within my responsibility. Making the best use of available time and resources, punctuality, and attention to detail.

#### **Planning**

Awareness of job purpose, organisational ability, anticipation of difficulties, setting objectives to meet deadlines.

#### **Honesty**

Honesty and trustworthiness. Chambers must be able to rely on my integrity and discretion given the highly confidential nature of the work.

#### **Innovation**

Keeping abreast of functional developments, flexibility to consider and contribute new ideas and technology.

#### **Appearance**

To be clean and smart and meet necessary standards expected of working within a legal environment, and with meeting the public.