

**Practice Manager**

**Attractive Salary + bonus**

A large multi-disciplinary Chambers, located in various parts of the country, requires a Family Practice Manager to join their outstanding team in London. The right candidate will be able to demonstrate the attributes required of a Practice Manager; namely effective communication, reliability, analytical skills, innovation and an awareness of the market itself.

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 In accordance with Chambers policy, to assist with the day to day management of Chambers.

1.3 In fulfilling this role, to act in accordance with the instructions of your employers and in consultation with the Head of Clerking and your line managers.

1.4 To have a primary responsibility to ensure that each member of Chambers is achieving optimal profitability and undertaking a level of work that is commensurate with their competence.

1.5 To have responsibility for assisting in the promotion and management for your Group and supporting the work of the Practice Director in your role as his/her deputy.

1.6 Your line manager is the Centre Manager /Practice Director/ Chambers Director.

1.7 To perform other tasks as allocated by Chambers/ line managers.

1.8 To have the responsibility for the line management of Band D Practice Assistants in your centre.

1.9 To undertake other tasks as allocated by Chambers / Line Manager

2 KEY ELEMENTS TO DISCHARGING PRIMARY RESPONSIBILITY

Listed below are the key areas which are essential if you are to discharge your responsibilities.

2.1. ADMINISTRATION WITHIN CHAMBERS

In relation to the administration within Chambers of the practices of the members, you are responsible for the following:

• To assist with the work of the other members of staff

• To ensure the practitioners’ diaries correctly record their commitments

• To provide practitioners with information about their professional commitments

• To negotiate and securing appropriate fees in privately funded work with solicitors, and monitoring those fees in accordance with Chambers policy

• To assess and securing appropriate fees in publicly funded work in accordance with:

• Chambers’ policy as specified to me from time to time by the Head of Clerking, Head of Chambers and Policy Committee.

• To encouraging members of chambers to return paperwork expeditiously.

• To collect and processing information in relation to briefs and instructions received from solicitors in order to ensure that fee notes are correct and sent out expeditiously.

• To book in and ensuring that accurate records are kept of briefs and instructions in accordance with Chambers’ case tracking system.

• To advise upon collection of fees of all practitioners in conjunction with the credit control department, and providing the fees clerks with such information as may be necessary to assist fee collection.

• To keep up to date with procedures for the assessment and billing of fees.

• To deal with telephone enquiries from solicitors.

• To ensure that all briefs and instructions received for members are acknowledged in accordance with Chambers policy.

• To ensure that all confidential and sensitive materials are so marked.

 • To ensure that all publicly funded work is properly recorded, obtaining correct details of assisted persons and Legal Aid certificate numbers.

• 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 each individual practice you are expected to:

• To assist with the promotion of Chambers as directed by the Head of Clerking, Head of Chambers, and the Policy or Strategy Committee, attending Chambers and Group events in support from time to time

• To promote Chambers in all dealings with Professional and lay clients.

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 we work as a team an 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.
* 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.
* Honesty Honesty and trustworthiness. Chambers must be able to rely on my integrity and discretion given the highly confidential nature of the work.
* Appearance To be clean and smart and meet necessary standards expected of working within a legal environment, and with meeting the public.
* Planning Awareness of job purpose, organisational ability, anticipation of difficulties, setting objectives to meet deadlines.
* Innovation Keeping abreast of functional developments, flexibility to consider and contribute new ideas and technology.
* Judgment Analytical ability in assessing situations and making decisions, fairness and consistency with existing Chambers’ policies.

*For all enquiries please contact:*

***ABC Chambers Solutions LLP - 0203 440 5876*** *1 Fetter Lane, London EC4A 1BR.*

*To apply for this role please e-mail a comprehensive CV and cover letter to:*

*recruitment@abcllp.com* *or contact one of the team for a confidential discussion.*

*All third party applications will be forwarded to ABC Chambers Solutions.*