

Practice Manager Job Description

The Practice Manager will assist their Senior Practice Manager in the following roles:

Clerking:

- Developing sound knowledge of Chambers' areas of practice and the practices of all individual members and keeping up to date with developments and market trends. Sharing this knowledge with other members of the clerking and business development team.
- Ensuring that the clerks' room is considered to be the best at the Bar, offering a proactive, dynamic and efficient service to all members of Chambers (and specifically barristers within the team's area of responsibility), solicitors and other professional clients at all times.
- Working collaboratively with the other practice teams, ensuring that information and developments are consistently communicated.
- Line management, supervision and professional development of allocated clerking team, as well as supervision and mentoring of all other Assistant Practice Managers. Ensure all clerking personnel have clear and agreed objectives.
- Conducting practice development meetings with members of Chambers to establish a progressive and effective long-term approach to practice development and career targets (e.g. taking Silk). Including the preparation of the necessary material, chairing the meetings and proactively dealing with follow up.
- Contributing to the decision-making process in relation to the growth of Chambers through pupillage/lateral hires.
- Reviewing pricing strategies and fee proposals in conjunction with other senior colleagues.
- Providing estimates and quotations for work and negotiating and assessing fees generally in line with Chambers' fees administration policy. Supervising the same for the Assistant Practice Managers.
- Handling client complaints and criticisms appropriately.
- Using the MLC system to oversee accurate record-keeping including data capture in relation to enquires/instructions/case descriptions, agreeing contracts, general case management and the generation of reports from this system as required.
- Ensuring compliance with all regulatory requirements in the BSB handbook and all other professional fiscal and regulatory requirements relevant to the management of Chambers and the practices of individual members. Training will be provided.
- Working collaboratively with the Fees Clerk in respect of credit control matters.

Business Development:

- Working collaboratively with the marketing team to support the activities of Chambers' business development initiatives, assisting the Business Development Director in the implementation of objectives and strategies (as set by business/marketing plans) and support relevant marketing activities.
- Being an ambassador for Chambers. Building and maintaining strong relationships with clients across all of Chambers' practice areas, with particular focus on key areas of responsibility.

- Ensuring a coordinated approach to client relationships, identifying opportunities to match client needs to Chambers' capabilities and executing client relationship plans effectively.
- Being proactive in managing opportunities to cross-sell, improving internal communications and following up on agreed actions.
- Assisting in developing client communications and care mechanisms including regular client visits, feedback and satisfaction monitoring, service reviews and proactive discussions about improvements, and innovations to improve client service and relationships.
- Promoting Chambers generally and attending functions such as seminars and other marketing initiatives both in the UK and overseas as appropriate.
- Making efficient use of market data and information on successes and failures in obtaining work and identifying potential opportunities.

General Management Responsibilities

- Being an active member of any sub-committees set up in Chambers, particularly those with a business development and/or marketing function.
- Effectively delegating your own responsibilities (where appropriate).
- Ensuring that the clerking team always provides and maintains a first class, courteous and professional service.
- Contributing 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.
- Providing feedback to members and Chambers' senior management on work undertaken by the clerking team. Reporting back on successful meetings with solicitors and other professional clients, sharing client and industry developments.