

Job Title:	Practice Manager
Reporting to:	Deputy Senior Clerks/Senior Practice Manager
Job Summary:	To provide a professional, effective and efficient support to Chambers. To act at all times so as to ensure that Chambers remains in compliance with the BSB Handbook.

The Practice Manager will assist their Deputy Senior Clerk/Senior Practice Managers in the following roles:

Clerking:

- Develop sound knowledge of Chambers' areas of practice and the practices of all individual members and keep up to date with developments and market trends. Share this knowledge with other members of the clerking and business development team.
- Ensure 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.
- Work 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.
- Conduct 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.
- Contribute to the decision-making process in relation to the growth of Chambers through pupillage/lateral hires.
- Review pricing strategies and fee proposals in conjunction with other senior colleagues.
- Provide estimates and quotations for work and negotiate and assess fees generally in line with Chambers' fees administration policy. Supervise the same for the Assistant Practice Managers.
- Handle client complaints and criticisms appropriately.
- Use of 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.

- Ensure 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.
- Work collaboratively with the Fees Clerk in respect of credit control matters.

Business Development:

- Work collaboratively with the marketing team to support the activities of Chambers' business development initiatives,
- Be an ambassador for Chambers. Build and maintain strong relationships with clients across all of Chambers' practice areas, with particular focus on key areas of responsibility.
- Ensure a coordinated approach to client relationships, identifying opportunities to match client needs to Chambers' capabilities and execute client relationship plans effectively.
- Be proactive in managing opportunities to cross-sell, improving internal communications and following up on agreed actions.
- Assist 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.
- Promote Chambers generally and attend functions such as seminars and other marketing initiatives both in the UK and overseas as appropriate.
- Make efficient use of market data and information on successes and failures in obtaining work and identify potential opportunities.

General Management Responsibilities

- To be an active member of any sub-committees set up in Chambers as directed by the COO
- To be an effective delegator of your own responsibilities (where appropriate).
- To ensure that the clerking team always provides and maintains 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.

- Provide feedback to members and Chambers' senior management on work undertaken by the clerking team. Report back on successful meetings with solicitors and other professional clients, sharing client and industry developments.
- Any other tasks as reasonably required by the COO, Director of Clerking and Deputy Senior Clerks
- Assistance in other areas of Chambers work as directed to ensure the smooth running of Chambers.

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.

All staff are required to:

- Work in a safe manner and identify any health and safety hazards and advise the Director of Operations.
- Ensure that conduct is not discriminatory and does not involve any harassment or victimisation.
- Ensure that the allocation of work is carried out fairly and that all members of chambers have equal access to the full range of work undertaken in Chambers (fairness meaning free from any form of unlawful discrimination be it on the grounds of race, colour, ethnic or national origin, nationality, citizenship, sex, gender re-assignment, sexual orientation, marital or civil partnership status, age, disability, religion or belief or pregnancy and maternity).
- To undertake continued training as appropriate for your role.