

Job Description

Job Title:	Civil Team Practice Assistant
Based at:	Doughty Street Chambers, London
Position reports to:	Practice Team Manager (Civil)

Job Purpose:

To assist in the delivery of a high quality, efficient clerking service to clients and members of Chambers. This role is specifically focussed on the Housing and Social Welfare, Court of Protection, Immigration, Community Health Care practice teams, and the associated Public Law work. The nature of the work means that this role is fast paced and high volume and will have a focus on day to day diary planning and liaison with courts, instructing solicitors and counsel.

Summary of Role:

Within the civil clerking team there are three practice specific focused areas, each responsible for all aspects of clerking for the areas of practice and the members of Chambers allocated to them. Each team consists of a Practice Manager with support from Practice Assistant and Practice Team Juniors. Three Revenue Controllers will also service the four clerking teams. The Team Assistant will be engaged in practice management and client handling and will be principally involved in assisting the Practice Manager in the efficient case management and clerking administration by the team.

Key Responsibilities:

- **Practice Management**
 - Develop a detailed knowledge of the practices of the barristers clerked by the team and be familiar with those of other civil members.
 - Ensure that members are as fully and gainfully occupied as possible with work appropriate to their seniority and expertise.
 - Provide advice and support to members.
 - Liaise with Courts to fix cases and book conferences and hearings.
- **Strategic Business Development**
 - Report new business opportunities to the Senior Practice Manager and Practice Manager
 - Participate in BD events and initiatives as required, including some out-of-normal-hours commitments.
- **Current Business and Client Relationship Management**
 - Develop, maintain and enhance relationships with current and prospective clients.
 - Develop an understanding of other (civil and criminal) clients to ensure effective cross-selling.

- Collate and maintain effective CRM data.
- **Clerking Functions**
 - Act as a point of contact for all instructing solicitors and other prospective clients to ensure in conjunction with more senior staff that appropriate counsel is instructed, and appropriate fees are agreed in line with fair allocation of work policies.
 - Deal with basic and straightforward fee negotiations.
 - Assist with the resolution of any day-to-day issues and diary clashes.
 - Ensure that the appropriate retainer is in place on all new and ongoing instructions.
 - Manage Counsels' diaries effectively, ensuring barristers are aware of deadlines arising.
 - Undertake routine administrative tasks.
 - Use IT and reporting systems as required.
 - Fix and move cases in accordance with instructions given by the instructing solicitor.
 - Provide cover and support for the Practice Team Junior and Office Assistants when required, particularly by undertaking court runs for their team as necessary.
 - Report all formal and informal complaints or issues of concern to the Senior Practice Manager.
- **Other Tasks**
 - Undertake any other tasks reasonably delegated by the Senior Practice Manager, Practice Manager, Chief Executive, Chief Executive or Management Board.
 - Assist with the development of efficient systems including the effective use of Chambers case management software.
 - Contribute to staff discussions and meetings.
 - Be involved in the delivery of projects when required.

Person Specification:

Qualifications	A minimum of 5 GCSEs at Grade A-C, including Maths and English, or equivalent.
Work Experience	Minimum of 3 years' experience in a similar role.

Knowledge	Knowledge of the legal sector and the relationship between instructing solicitors, other clients, and Chambers.
Essential and Desirable skills and competencies	<p>Essential</p> <ul style="list-style-type: none"> • Minimum of 3 years' experience in a similar role. • Experience in working with Chambers diary management software. • Knowledge of civil court and tribunal listings. • A good level of communication skills, both verbal and written. • Excellent attention to detail and ability to record information accurately. • Evidence of the ability to multi-task under pressure and meet tight deadlines. • Ability to use own initiative and escalate issues to more senior colleagues where appropriate. • Proficient use of IT software such as Word and Excel. • Good team working skills. • Excellent organisation skills including the ability to manage and prioritise workloads. • Ability to provide suitable solutions based on the information available and see tasks through to completion. • High levels of personal integrity. • Awareness of and commitment to principles of Equality and Diversity. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in working with MLC diary and fees management software. • Experience in billing, specifically AGFS cases.

Remuneration: Annual salary, £30k

Working hours: Monday – Friday (40 hours)

Application:

To apply, please send your CV and a cover letter detailing how you are suited to the role and submit to Secretariat/ HR Executive, Isi Onwukwe-Anyadike before **12 noon on 1 February 2021**. Applications submitted after this date will not be considered.

Email: i.onwukwe-anyadike@doughtystreet.co.uk

Tel: 020 7404 1313