

Job Description – Assistant Practice Manager Crime

Job Title:	Assistant Practice Manager
Department	Crime
Location:	53-54 Doughty Street
Hours of Work:	37.5 hours (Monday to Friday)
Contract:	Permanent Full Time
Salary:	c£28 pa (maximum subject to experience)
Annual Leave:	29 days in the complete holiday year.1 additional day off for your birthday. From 3 years employment at DSC, you get one further day's holiday per year for the next four years
Other Benefits:	Pension Season ticket loan IBC Membership (after probation end) Death in Service (after probation end)
Reporting to:	Senior Practice Manager
Relationships:	Senior Clerk, Practice Manager x 2, Clerking Assistants, Billing and Costs Team, Members and pupils, all Staff, external clients including lay clients.

PURPOSE OF JOB

To assist in the delivery of a high quality, efficient clerking service to clients and members of Chambers. This role is specifically focussed on Clerking teams. The nature of the work means that this role is are fast paced and often high profile. The Assistant Practice Manager 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.

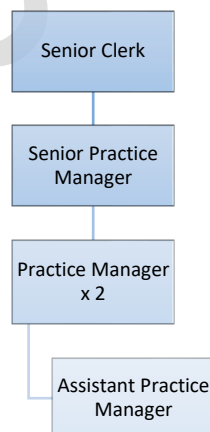
KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- **Practice Management**
 - Develop a detailed knowledge of the practices of the barristers clerked by the team and be familiar with those of civil team members.
- **Support Business Development**
 - Ensure client care is delivered to the highest standards.
 - Build good relationships with staff, members and client solicitors.
 - Report new business opportunities to the Practice Manager.
 - Participate in business development events and initiatives as required, including some out-of-normal-hours commitments.
- **Current Business and Client Relationship Management**
 - Develop and maintain relationships with current clients.
 - Develop an understanding of other (civil and criminal) clients to ensure effective cross-selling.
 - Collate and maintain effective Customer Relationship Management data.
- **Clerking Functions**

- Manage incoming instructions and access to digital case system and common platform.
 - Act as a point of contact for all instructing solicitors and other prospective clients to ensure that appropriate counsel is instructed, and appropriate fees are agreed in line with fair allocation of work policies, in conjunction with the Senior Practice Manager and Practice Manager.
 - Ensure that legal aid certificates are in place and all case are entered on the system correctly.
 - Manage Counsels’ diaries effectively and ensure all results and overdates are collected and entered.
 - Undertake routine administrative tasks.
 - Obtain daily listings using courtserve software.
 - Fix and move cases in accordance with instructions given by the instructing solicitor and practice managers
 - Provide cover and support for the Practice Manager and Clerking 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 Practice Manager, Senior Practice Manager or Senior Clerk.
 - Assist with the development of efficient systems including the effective use of Chambers case management software.
 - Contribute to staff discussions and meetings.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarise the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

TEAM STRUCTURE



PERSON SPECIFICATION

The skills, abilities, experience, and knowledge outlined below provide a summary of what is required to carry out this job effectively; together with the selection criteria required to demonstrate competency to carry out the role.

KNOWLEDGE SKILLS EXPERIENCE

Essential

- Knowledge of the legal sector and the relationship between instructing solicitors, other clients, and Chambers.
- Ability to communicate effectively with a range of stakeholders, verbal and written.
- Excellent attention to detail and records information accurately.
- Evidence of the ability to multi-task under pressure and meet tight deadlines.
- Ability to use own initiative and escalate issues to Team Leader where appropriate.
- Excellent IT Skills.
- 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.
- Awareness of and commitment to principles of Equality and Diversity.

Desirable

- At least one year's experience as a criminal barristers' clerk is desirable but not essential.

PERSONAL ATTRIBUTES

Essential

- Friendly and approachable and able to gain allies quickly.
- Efficient, and able to prioritise tasks and responsibilities.
- Strong personal moral values and has an awareness of organisational values, norms, and behaviours, embracing the cultural diversity of all colleagues and service users.
- Able to demonstrate strong emotional intelligence and an ability to determine underlying issues in potentially challenging situations.
- Able to successfully build and sustain well-developed stakeholder relationships.
- A team player willing to contribute and support colleagues.
- Calm under pressure with an ability to work in a dynamic environment, dealing with conflicting priorities.
- Highly organised with excellent planning skills and an ability to meet tight deadlines.