Job Description- Billing and Fees Assistant

Title:	Billing and Fees Assistant
Location:	54 Doughty Street, London, WC1N 2PL
Hours of Work:	37.5 hours (Monday - Friday)
Contract:	Permanent
Salary:	£32-35k
Annual Leave:	29 days in addition to Bank Holidays
Other Benefits include:	Pension contribution Additional day off for birthday
Reporting to:	Costs and Revenue Manager

Purpose of Job

To deliver an excellent level of revenue control and related case management support to our clerking teams. This role will include working closely with both the clerking team and finance function in Chambers in order to provide an efficient professional service to both members of chambers and our professional clients.

Scope

This role is intended to assist with the accurate and efficient administration of chambers billing, collection of fees and preparation of estimates. It will require close liaison with others in the billing and costs function, the clerks and the Finance Team.

Key Responsibilities

- Oversee process for chasing routine case related payments on a structured basis using the most appropriate or a mix of mediums. This will include dealing with all alerts, end of fee cycles, and tasks that appear on chambers case management system, LEX.
- Support and work with the Costs and Billing Manager and Senior Billing, Costs and Fees Manager closely to ensure all bills, fee notes and estimates are prepared in line with chambers policies. This will include processing more complex billing, assisting with estimate preparation and producing fee notes across a range of practice areas and funding streams, covering all civil and criminal practice areas.
- Deal with preparation of and submission of claims on the Legal Aid Agency's Client and Costs Management System and any associated assessment/appeals, to include liaising with and advising members.
- Ensure compliance with collection rules and procedures are associated with different categories of debt to maximise collections.
- Deal with queries regarding invoices and fee notes, or ensure queries are passed to the relevant person in a timely manner with sufficient information to ensure they are followed up.
- Ensure good communication with Barristers and Clerks are maintained.
- Process payments coming into chambers fee account in a timely manner, ensuring any queries are swiftly directed to the correct individual.
- Management of projects as directed by the Senior Billing, Costs and Revenue Manager or Senior Clerk

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

- IT Literate with intermediate to advanced level Microsoft Office 365 applications including Excel, Word, PowerPoint, SharePoint, Teams, OneDrive
- Excellent attention to detail with an ability to work to a high level of accuracy within short deadlines
- Ability to provide management information and reporting for key stakeholders
- Excellent communication and interpersonal skills and the ability to influence and tactfully deal with complex employee relations issues.
- High level of credibility and the ability to work with challenging stakeholders.
- A flexible, pro-active, and collaborative approach to problem solving, able to critically analyse emerging issues, develop and implement solutions, with stakeholder acceptance
- Strong initiative and evaluation skills; generating ideas and suggestions to improve performance and efficiency
- Proven experience in similar role in chambers environment
- Knowledge of the areas of law and funding streams applicable to the role

Personal Attributes

- 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
- A highly motivated self-starter, able to work autonomously with minimum supervision.
- 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
- Awareness of risk, security, data protection; and health and safety at work
- Ability to self-manage and work in a demanding matrix environment, where influencing skills are an essential element of the role.
- Working effectively with colleagues to develop and implement innovative system solutions.