

Job Description- Billing and Fees Clerk

Title:	Billing and Fees Clerk
Location:	54 Doughty Street, London, WC1N 2PL
Hours of Work:	37.5 hours (Monday - Friday)
Contract:	Permanent
Salary:	£28,860 (London Living Wage)
Annual Leave:	29 days in addition to Bank Holidays
Other Benefits include:	Additional day off for birthday Pension contribution
Reporting to:	Billing Assistant

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 all chambers billing and collection of fees. It will require close liaison with others in the billing and cost's function, the clerks and the Finance Team.

Key Responsibilities

- Monitor chambers time recording software and billing inboxes, use the information submitted by members to accurately complete the necessary billing.
- To proactively chase unbilled work.
- Process billing and produce fee notes across a range of practice areas covering all civil and criminal practice areas and funding streams.
- Ensure all bills and fee notes are prepared in line with chambers policies, that they are produced accurately and on timely basis.
- Develop an understanding of the workings of the Legal Aid Agency and any other appropriate means of funding as directed by Billing Assistant and Costs and Fees Manager
- Deal with submission of claims on the Legal Aid Agency's Client Case Management Service system, providing a cradle to grave service
- Deal with queries regarding bills, 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 compliance with collection rules and procedures are associated with different categories of debt to maximise collections.
- Chase clients for payment on a regular and structured basis as advised to ensure maximum cash receipts, using the most appropriate medium or mix of mediums.
- Ensure good communication with Barristers and Clerks are maintained.
- 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
- Some 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 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.