

## DOUGHTY STREET CHAMBERS

### HEAD OF HR AND OPERATIONS

#### JOB DESCRIPTION

Reporting to: Chief Executive

Direct Reports: Head of Facilities; Librarians; HR Executive Assistant; Receptionists

#### **Duties**

**Overall responsibility for managing all aspects of Chambers' operations including human resources and facilities including the maintenance of Chambers' buildings.**

#### **1. HUMAN RESOURCES**

Provide a professional and comprehensive human resources service to Chambers

#### **Compliance**

- Compile and maintain Staff and Pupillage Handbooks, develop and update as necessary all policies and procedures ensuring they comply with the current employment law and BSB regulations; and
- Stay up to date with changes in employment law, BSB rules and best practices and apply this knowledge to organisational and developmental practices of staff and Members and ensure that DSC is compliant with all legal and regulatory requirements and best practices.

#### **Day to Day HR Issues**

- Deal with all day to day HR issues including:
  - o Ensure staff Job Descriptions and Competency frameworks are developed and revised as appropriate; and
  - o Oversee and manage the personnel administration including keeping up to date files of contracts and appraisals, pay review documents, training activities and disciplinary actions.

#### **Recruitment**

- Ensure that Doughty Street Chambers is able to attract, develop and train staff of the required calibre;
- In conjunction with relevant team managers draft staff Job Descriptions;

- On a case by case basis decide on the most appropriate recruitment strategy and ensure that the relevant advertisements are placed or recruiters appointed;
- Shortlist and interview potential new members of staff; and
- Manage process through to effective selection, onboarding and integration.

### **Training**

- Develop training plans for individuals and groups based on skills gaps identified in competency reviews;
- In conjunction with relevant team managers, organise appropriate staff training.

### **Performance Management**

- Assist and report to the Chief Executive and Management Board in relation to performance management issues.

### **Review**

- Ensure system of monthly staff check ins is being following and monitor themes and issues that arise taking necessary actions as appropriate.

### **Finance**

- Draft and maintain staff budget and monitor monthly variances against budget.

### **Barrister Recruitment, Welfare and Support**

- Ensure all internal barrister processes are complied with including Pupillage (covered below), third Six and FTT making sure that the required reviews are undertaken, targets set, etc.;
- Consider effectiveness of the barrister Practice Review meetings, the output therefrom and the follow up necessary; and
- Identify, in conjunction with Team Practice Managers, Members who should be thinking about silk or judicial applications and organise regular training and support for tenants wishing to apply.

## **2. PUPILLAGE**

- Oversee the administration of pupillage recruitment;
- Work with the Pupillage Committee to ensure selection criteria are up to date and relevant and that they are effectively applied;
- Provide pastoral care for pupils;
- Review Pupillage;
- Draft budget for pupillage.

### **3. FACILITIES**

- Line manage Head of Facilities;
- Have overall responsibility for Chambers' premises and ensure facilities are maintained cost-effectively and to a desired standard;
- Oversee monitoring and development of Health and Safety practices and procedures in Chambers;
- Oversee management of allocation of rooms and desks for Members and assist with resolving conflicts when they arise;
- Assist with Rent Review process with external landlords;
- Review effective use of facilities and consider alternatives, including hot desking, etc.;
- Assist in the ongoing maintenance and refurbishment programme;
- Draft budget for building maintenance; and
- Review work spaces for Members and staff.

### **4. CHAMBERS' GOVERNANCE AND COMPLIANCE**

- Work with the BSB and other regulatory bodies to ensure Chambers is compliant and maintain good relations with the regulator;
- Develop, maintain and review policies and procedures regularly to ensure they are up to date;
- Be Chambers' Diversity Data Officer and work with Chambers' Equality and Diversity Officer on monitoring Equality and Diversity data and trends, reporting and taking actions as appropriate;
- Manage and oversee monitoring and reporting in relation to Fair Allocation of Work and take action as and when appropriate to ensure the Fair Allocation Policy is followed at all times; and
- Act as Chambers' Data Protection Officer.

### **5. IT**

- Manage IT contract and the relationship with the external provider, identifying areas of improvement and arrange appropriate training;
- Act as first point of contact for barristers and staff in relation to non-technical issues related to IT; and
- Manage knowledge management resources including library and research function and facilities.

## **6. WORKING PRACTICES**

- Review working practices, in conjunction with the Practice Manager for Systems and Processes ensuring that staff and clerks are effectively skilled to deliver services in a changing environment.

## **7. CLIENT SERVICE EXPERIENCE**

- Work with the Chief Executive to give effect to the Client Service Experience programme to result in delivery of top level service both internally and externally facing.

**Remuneration:** £75,000 (per annum)

**To apply, please send a CV along with a covering letter to Olivia Scott at [o.scott@doughtystreet.co.uk](mailto:o.scott@doughtystreet.co.uk) by 12 noon on Friday 15<sup>th</sup> March. Applications submitted after this date will not be considered.**