

JOB DESCRIPTION



JOB TITLE: Assistant Senior/Children Law Clerk - Family

REPORTS TO: Family Group Senior Clerk

LOCATION: MANCHESTER base but required to travel to other sites and to client's offices

JOB SUMMARY:

To support the Manchester based clerking service ensuring that the service is integrated with the overarching Practice Group clerking services for the Children Team.

To support marketing strategies for the Children Team.

To build strong networks with those who have the potential to provide or generate business in order to win or increase business for all disciplines within Chambers.

1. KEY RESPONSIBILITIES AND DUTIES

1.1 Family/Children Clerking

To assist the Group Senior Clerk in ensuring the smooth running of the Manchester-based clerking function and with particular focus on the Children Team, ensuring that it integrates with the overarching Practice Group clerking service across all sites by providing an environment in which personal development and teamwork flourish in order to continuously improve by:-

1. Deputising for the Group Senior Clerk in his or her absence.
2. Ensuring work is effectively managed and prioritised.
3. Full line-management responsibility for Junior Clerk(s) (Children/Family) in Manchester, conducting performance appraisals and identifying staff training/development needs.
4. Considering and suggesting improvements to working practices for Children Law clerking.
5. Monitoring staff performance against key performance indicators/service level agreements.
6. Contributing to the building and sustaining of a team culture.
7. Assisting the Group Senior Clerk to ensure that the team works effectively with barristers and dovetails effectively through the Practice Group across the sites.
8. Assisting the Group Senior, Senior and local site clerks to ensure group strategies are delivered in a coherent way.
9. Assisting in the delivery of training, technical guidance and support to the clerking team.
10. Ensuring that the Quality Procedures Manual and externally agreed service standards are met.

11. Ensuring the fair distribution of work to all barristers in line with expectations, experience and ability across all sites/irrespective of site.
12. Building a spirit of teamwork between Clerks and clients that enhances relationships and promotes interdependence.
13. Assisting in efficient diary management in collaboration with the Senior and Practice Group Senior Clerks.
14. Ensuring work allocation and service standards required by service level agreements or the QPM are met.
15. Maintaining high levels of client service & administrative standards.
16. Successfully manage the expectations of key clients and help to resolve any client dissatisfaction.

1.2 Practice Development

To work with Children law barristers to develop their practices (in terms of value and complexity of work etc.) in line with expectations, experience, ability and the Chambers' strategic plan by:

1. The implementation of the Practice Development Review procedure initially on all barristers and thereafter individual barristers needing assistance to develop seniority, change direction or work through a difficult trading period.

1.3 Marketing and networking

To raise the brand profile of the overall Chambers nationally by:

1. Introducing and establishing the St Johns Buildings brand in the legal services market as a provider of high quality legal services and managing its consistent implementation across all internal and external marketing communication channels.
2. Supporting, key marketing initiatives in line with the objectives of the Group Plans.
3. Supporting cross-selling initiatives in respect of each Practice Group.
4. Supporting the barristers and the Practice Group in the marketing of their disciplines.
5. Assisting in the collation of information for, drafting of and presentation of tenders and pitches for new business.
6. Keeping abreast of developments in the field of alternative business structures, direct/public access, and the legal services market generally in order to enable Chambers to develop new and increased business streams.
7. Developing and maintaining strong relationships with a network of key contacts within the legal services market who have the potential to provide new business or increase existing business.

1.4 General

1. To ensure the implementation of the equality and diversity policy.
2. To promote a culture of continuous improvement by personal example and quality of contribution.
3. To take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties.

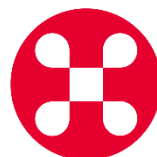
4. To adhere to the requirements of Chambers' Information Policy to ensure careful and confidential handling of personal information and data security in line with the Data Protection Act and General Data Protection Regulations (GDPR).

2. KEY PERFORMANCE INDICATORS

- Clear contribution to the successful implementation of the Group Plan
- An established network of contacts with providers of work to the Group
- Increase in Group turnover
- Clear contribution to the delivery of an effective family clerking team providing high service standards to members and clients
- Compliance with the QPM and service level agreements
- High rates of client satisfaction
- High standards of record keeping

PERSON SPECIFICATION

ASSISTANT SENIOR/CHILDREN LAW CLERK FAMILY



**St John's
Buildings**

| | Standard | Essential | Desirable |
|--|---|-----------|-----------|
| Qualifications, knowledge, experience | A good standard of secondary education with grade C/4 or above in GCSE English and maths or equivalent. | E | |
| | Experienced and knowledgeable barrister's clerk, able to deal with all elements of barristers' diary management independently using MLC/LEX or other diary management software. | E | |
| | Knowledge and experience of the legal services market, relevant court systems and hearing types. | E | |
| | Knowledge and experience of barristers practices and their development | E | |
| | Experience of Chambers administration | E | |
| | Experience in varied fee regimes including high cost case plans and mixed fee agreements. | E | |
| | Experience of writing and presenting tenders/pitches for new business | | D |
| | Experience of clerking King's Counsel | | D |
| | Experience of managing block contracts | | D |
| | Experience of the legal service requirements of local authorities | E | |
| | Knowledge of the Bar Council Code of Conduct as it applies to the clerking of a barrister's practice | E | |
| Skills & abilities | A personality and approach that builds credibility and rapport with internal and external professionals. | E | |
| | Excellent communication, influencing and diplomacy skills | E | |
| | Manages own workload, prioritises effectively, and works to and consistently achieves deadlines. | E | |
| | Ability to network and develop strong contacts | E | |
| | Sound judgment and negotiating skills | E | |
| | Personal integrity | E | |
| | Team player able to motivate, train and effectively delegate to others | E | |
| | Commitment to continuous improvement | E | |
| | Attention to detail | E | |
| | Efficient and accurate keyboard typist | E | |

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| | Computer literate with good Word, Excel and database skills. | E | |
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