



JOB DESCRIPTION

JOB TITLE: Senior Clerk/Practice Manager, Liverpool

REPORTS TO: Chief Executive

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

JOB SUMMARY:

To retain and grow the business for all practice groups in Liverpool by creating, leading and implementing business development and marketing strategies and building strong networks in the local legal market.

To lead and manage the Liverpool based clerking service and site, ensuring that the service is integrated with the overarching Practice Group clerking services across all sites.

1. KEY RESPONSIBILITIES AND DUTIES

1.1 Business Development, marketing and networking

To raise the brand profile of St Johns Buildings chambers and members in the Merseyside/Northern Circuit area 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. Formulating and leading (in coordination with the Practice Group Senior Clerks), or supporting, key marketing initiatives in line with the objectives of Group Plans.
3. Identifying and leading (in coordination with the Practice Group Senior Clerks) or supporting cross-selling initiatives in respect of each Practice Group
4. Supporting the barristers and the Practice Groups 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. Participating in the evaluation of all tender bids/pitches in order to ensure continuous improvement in their preparation and presentation.
7. Keeping abreast of developments in the field of Alternative Business Structures, Direct access, and the legal services market generally in order to enable Chambers to develop new and increased business streams.

8. 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.

1.2 Practice Development

To work with Liverpool barristers to sustain and develop their practices (e.g. in terms of value and complexity of work) in line with expectations, experience, ability and 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.
2. Training of the clerking team on practice development and ensuring high standards and follow up of PDRs where appropriate.

1.3 Leadership and management of the Liverpool Clerking and Support Team

To ensure the smooth running of the Liverpool based clerking function and support services (reception, facilities and housekeeping). Liaising with the Practice Group Clerks to ensure clerking services integrate with the overarching Practice Group clerking service across all sites. Providing an environment in which personal development and teamwork flourish in order to continuously improve by:

1. Building and sustaining a team culture on site and, as part of SMT, between sites;
2. Ensuring the team works effectively with barristers and dovetails effectively through the Practice Groups across the sites – working in a cohesive manner;
3. Ensuring work is effectively managed and prioritized;
4. Conducting performance appraisal, setting goals, and identifying staff training/development needs;
5. Monitoring staff performance against key performance indicators/service level agreements;
6. Ensuring adherence to Chambers-wide protocols to ensure, as part of the SMT, that core working practices and barrister service levels are consistent across sites;
7. Instigating improvements to local working practices;
8. Working with Practice Group Senior Clerks and Site Senior Clerks to ensure group strategies are delivered in a coherent and cohesive way;
9. Ensuring work allocation and service standards in Quality Procedures Manual and externally agreed service level agreements are met;
10. Ensuring the fair distribution of work to all barristers in line with expectations, experience and ability across all sites/irrespective of site;
11. Building a spirit of team work between clerks and clients that enhances relationships and promotes interdependence;
12. Ensuring efficient diary management in collaboration with Practice Group Senior Clerks;
13. Maintaining high levels of client service and administrative standards generally;
14. Successfully managing the expectations of key clients and of barrister members and help to resolve any dissatisfaction.

1.4 Senior Management Team (SMT)

As an active member of the SMT:

1. To contribute to the development of a strategic vision for Chambers and the operational plan, taking shared accountability with the SMT for its successful delivery.
2. To ensure the implementation of the equality and diversity policy.
3. To promote a culture of continuous improvement by personal example and quality of contribution.
4. To comply with the principles of GDPR in line with Chambers' Information Management Policy and Data Protection Policy and lead the team to do the same.
5. To take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties.

1.5 Managing Liverpool site

Ensuring the smooth running of all functions in the Liverpool site and the seamless integration of the procedures and links between it & the other sites in collaboration with the Group Senior Clerks, the HR Business Partner, Head of Finance and the Head of Corporate Services thereby providing a high standard of service for both clients and members.

2. KEY PERFORMANCE INDICATORS

- New business from new clients in each Practice Group
- Increase in work from existing clients in each Practice Group
- The smooth integration of the Liverpool clerking function with Practice Group strategies.
- Consistency of brand in all marketing communication activities
- The effective operation of Liverpool Site providing high service standards to members and clients
- High rates of client satisfaction
- Compliance with the QPM and service level agreements
- High standards of record keeping
- Smooth running of site and support services.

PERSON SPECIFICATION

Senior Clerk/Practice Manager (Liverpool)

	Standard	Essential/ Desirable
Qualifications, knowledge, experience	Working knowledge and experience of the legal services market (E), particularly in the Liverpool and surrounding area (D).	E / D
	Knowledge (E) and experience (D) of barristers practices and their development	E / D
	Knowledge (E) and experience (D) of the technicalities of clerking barristers' practices	E / D
	Experience of developing business in the legal services market, with an established strong network of contacts	E
	Experience of leading and managing effective teams	E
	Experience of managing service provision within quality standards and Service Level Agreements (SLAs)	E
	Experience of writing and presenting tenders/pitches for new business and managing block contracts	E
	Knowledge and experience of legal services requirements of the insurance industry	D
	Knowledge of the Bar Council Code of Conduct as it applies to clerking of a barristers' practice	D
	Experience of delivering management information and reports to demonstrate success in business development and service delivery	E
	Experience of Chambers administration	D
	Experience of operations and facilities management	D
	Experience of working in a complex, multi-site organisation	D
Skills & abilities	A personality and approach that builds credibility and rapport with internal and external professionals	E
	Excellent communication and influencing skills	E
	Excellent business development track record – with a strong network of contacts and ability and ideas to build on it.	
	Demonstrable operational management ability	E
	Effective workload management, prioritizing and delegating tasks appropriately, delivering to standards and deadlines with a high 'say-do' ratio	E
	Excellent team manager – able to engage, motivate, utilize and develop effectively.	E
	Sound judgement, diplomacy and negotiating skills	E
	Personal integrity	E

	Client/customer care and continuous improvement ethos	E
	Strong attention to detail	E
	Strong computer literacy – use of MS Office suite (Word, Excel, PowerPoint) and database skills	E
	Client liaison skills – to manage service and expectations of members and clients	E