

JOB DESCRIPTION

JOB TITLE: Civil Clerk, Personal Injury and Clinical Negligence (Manchester)

REPORTS TO: Senior Civil Clerk – Chris Shaw

LOCATION: MANCHESTER base but may be required to travel to other sites and to client's offices on occasion

JOB SUMMARY:

To assist in the overall delivery of clerking services to the Personal Injury and Clinical Negligence (PICN) group with the Civil clerking team based in Manchester. You will provide counsel and their clients with a comprehensive clerking service and provide support to the Senior Clerks in tasks delegated.

1. KEY RESPONSIBILITIES AND DUTIES

1.1 Civil Clerking Team

To assist the Group Senior Clerk in ensuring the smooth daily running of the Civil clerking function by:

1. Personal Injury and Clinical Negligence team Diary Management
2. Computer recording of emails, instructions and briefs.
3. Ensuring all barristers have access to papers in Dropbox prior to hearings, scanning where only paper briefs received.
4. CFA, and general case administration
5. Checking court & tribunal listings
6. Telephone and email enquiries and bookings of hearings and conferences
7. General telephone and email enquiries from members of chambers.
8. Computer recording of small post and EPR
9. Assisting with the smooth running of the Electronic Document Management processes.
10. Assisting in the clerking of public access cases.
11. Notifying barristers of their daily workload.
12. Forward planning chasing instructions/briefs from clients.
13. Assisting with cover for the Commercial and Employment clerks as required.
14. Helping produce monthly MI reports for insurer clients

1.2 Marketing and Networking

1. Assisting the Senior Clerk in marketing initiatives, such as arranging and attending Chambers' seminars and events.

2. Keeping marketing lists up to date
3. Arranging of and attendance at Chambers seminars and events.

1.3 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 comply with the principles of GDPR in line with Chambers' Information Management Policy and Data Protection Policy.

2. KEY PERFORMANCE INDICATORS

- Accurate administration and recording of information
- All incoming post/emails to be logged on before the end of the day
- All emails to be processed and in Dropbox within 1 hour of them being received
- All court listings to be checked for next day's hearings
- All telephone queries answered and messages replied to same day (so far as reasonably possible).
- Note of all telephone and email transactions are put onto the case management software.
- Strong team working
- Excellent standard of client and member care
- Accurate information passed to members of Chambers
- Work allocation to appropriate counsel in good time for work to be prepared
- Work allocated to appropriate counsel avoiding conflict of interest and potential clashes where possible
- Good feedback from clients and members of the group on performance

PERSON SPECIFICATION

Civil Clerk (Manchester)

	Standard	Essential	Desirable
Qualifications, knowledge, experience	Educated to GCSE standard with 5 GCSEs grade C / 4 or above (or equivalent)	E	
	Experience of working in a barristers' chambers as a clerk		D
	Knowledge of personal injury and clinical negligence legal proceedings		D
	Knowledge of barristers' chambers, the work of barristers and the role of chambers – and a genuine interest in a long-term career as a clerk	E	
	Knowledge of Meridian or similar diary management computer software		D
	Understanding of different funding methods (CFA, Private, DBA etc)		D
	Experience of working in administrative capacity	E	
	Knowledge of local legal market, courts etc.		D
Skills & abilities	Diary management		D
	Negotiation skills		D
	Strong communication skills and a polite, approachable style	E	
	Strong IT skills, computer confidence	E	
	Attention to detail, careful and secure approach	E	
	Team player	E	
	Systematic, organised work style	E	
	Strong customer skills and ethic	E	
	Honesty and integrity	E	
	Diplomacy	E	
	Self-motivation, hardworking	E	
	Willingness to learn and develop	E	
	Able to work at speed	E	
	Smart, business-like personal presentation	E	