

JOB DESCRIPTION

FAMILY PRACTICE CLERK

This document provides a description of the roles and responsibilities of the Family Practice Clerk at 18 St John Street Chambers.

The Family Practice Clerk works as a member of the Family clerking unit within the clerk's room and reports to the Senior Family Clerk in all matters.

This position is reviewed by the Chambers Director, Senior Family Clerk and Chambers Management Committee.

The Practice Clerk's position is divided into the following areas of responsibility and activity:

1. PURPOSE OF THE JOB

- 1.1. *To organise and manage the activities of all members of Chambers by liaison and under the direction of the Senior Family Clerk.*
 - 1.2. To organise the efficient management of cases from the first approach by either letter or telephone through to the conclusion of the case.
 - 1.3. To promote the members of Chambers to existing and potential clients at all times.
 - 1.4. As directed by the Senior Family Clerk, assist in the prompt collection of outstanding fees.
 - 1.5. To implement and maintain Chambers' and departmental service and quality standards and to ensure client satisfaction with the services provided.

18 St John Street Chambers and its members are regulated by the Bar Standards Board

A list of all members of 18 St John Street Chambers can be found at our website

Personal data will be processed in accordance with our privacy notice which is available on request or through our website



Chambers Director

James Parks 07968 289252

Criminal Clerks: 0161 278 8262

James Hotchin 0161 278 8207
Olivia Aldred 0161 278 8204

Civil Clerks:

Katie Brown
Ryan Pugh
Christopher Heath

0161 278 8261

0161 278 8203
0161 278 8205
0161 278 8212

Family Clerks:

Camille Scott
Garrick Brown
Samara McGrath

0161 278 8263

0161 278 8210
0161 278 8209
0161 278 8206

Chambers Manager:

Emma Bowie 0161 278 8208

Fees Clerks:

Stuart Howard-Cofield
Karen Bretts
Daniel Parker

0161 278 8264

0161 278 8217

David Ward
Kieran Trafford
Selina Helliwell



2. ACTIVITIES INVOLVED

- 2.1. *Monitoring cases at each stage of the procedure by checking lists and attending meetings, either in person or by another nominated member of the clerking team or by negotiating with a colleague to make representations on your behalf.*
- 2.2. Case management ensuring close liaison between Clerks, Counsel, The Court Service and Instructing Solicitors. Anticipating potential problems and discussing them with your colleagues, the person briefed and the Solicitors, acting early to avoid problems.
- 2.3. Ensuring that each member of Chambers is aware of his/her commitments for the following day: anticipating double-bookings; administering reminders of outstanding paperwork.
- 2.4. *To assist at and attend Departmental Meetings and/or functions as directed by the Senior Family Clerk.*
- 2.5. *As directed by the Senior Family Clerk, participate in any promotional events organised by Chambers or to which you are invited by clients and giving the best possible impression of yourself and of Chambers at such events.*
- 2.6. Assisting the Senior Family Clerk with the speedy calculation and dispatch of Counsel's fee notes (essential for regular cash-flow). This will involve being responsible for collating information about unbilled fees on a daily basis for discussion with the Senior Family Clerk. Private fees should be despatched upon completion of the work and Legal Aid fees must be despatched as soon as all relevant details are collated.

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- 2.7. Close liaison with the Clerking team to ensure effective management of multi-disciplined barristers and to avoid over-booking of diary commitments.
- 2.8. Recording of information. You will be responsible for ensuring that all essential information is obtained and recorded and that missing information is sought immediately from either solicitors or other sources.
- 2.9. Providing administrative support to the Family Clerking Team
- 2.10. Polite, concise and considered response to written and telephone enquiries from solicitors, their staff, the Court Service and, on occasion, lay clients.
- 2.11. Relaying of all complaints to the Chambers Director and Senior Family clerk immediately in accordance with the Chambers Complaints Procedure.
- 2.12. Ensuring that all visitors to Chambers are treated with courtesy and kept informed of any delays with Counsel and that any problems are dealt with sympathetically.
- 2.13. Ensuring compliance with Chambers' telephone answering procedure so that calls are answered and dealt with quickly and politely and that accurate messages are taken and relayed to the person concerned.
- 2.14. The Senior Family Clerk must be kept up to date with work in progress and informed of any difficulties with your workload.

In addition to the duties outlined above, there will inevitably be other tasks which occasionally arise out of the operation of a busy Clerk's Room, where teamwork and

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are required. Again, any concerns in this area can be referred to the Chambers
Management Committee.

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Community
Legal Service



Criminal
Defence Service



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