

This document provides a description of the roles and responsibilities of the Department Practice Clerk(s) at 18 St John Street Chambers.

A Department Practice Clerk works as a member of the respective clerking team within the clerk's room and reports to the Department Senior Clerk and Practice Manager(s) in all matters.

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

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

1. PURPOSE OF THE JOB

- I. To organise and manage the activities of all members of Chambers by liaison and under the direction of the Department Senior Clerk and Practice Manager(s)
- II. To organise the efficient management of cases from the first approach into chambers through to the conclusion of the case
- III. To always promote the members of Chambers to existing and potential clients.
- IV. As directed by the Department Senior Clerk and Practice Manager(s), assist in the prompt collection of outstanding fees
- V. To implement and maintain Chambers' and departmental service and quality standards and to ensure client satisfaction with the services provided

2. ACTIVITIES INVOLVED

- I. Managing the Departmental diary on a day-to-day basis in accordance with the Department Clerking Manual
- II. Confirm court listings and, where appropriate, liaise with court staff and attend listing meetings or fixing appointments
- III. Working closely with all clerking departments in chambers to ensure the smooth running of chambers as a whole
- IV. Liaising with Clerks, Counsel, The Court Service and Instructing Solicitors to plan a proactive diary and anticipate potential problems, including double bookings, acting early to ensure problems do not occur

- V. Ensuring that each member of Chambers is aware of their commitments for the following day and administering reminders of outstanding paperwork
- VI. To assist at and attend Departmental Meetings and/or functions as directed by the Department Senior Clerk
- VII. As directed by the Department Senior Clerk, participate in any promotional events organised by Chambers, or client events to which you are invited, giving the best possible impression of yourself and Chambers at such events
- VIII. Assist the Department Senior 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 Department Senior 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
- IX. Close liaison with the Clerking team to ensure effective management of multi-disciplined barristers and to avoid over-booking of diary commitments
- X. 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 solicitors or other sources
- XI. Providing administrative support to the Clerking Team
- XII. Ensuring responses to email and telephone enquiries from solicitors, their staff, the Court Service and, on occasion, lay clients are polite, concise and considered, relaying any complaints to the Chambers Manager & Department Senior Clerk immediately in accordance with the Chambers Complaints Procedure
- XIII. 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
- XIV. Ensuring compliance with Chambers' telephone answering procedure so that calls are answered and dealt with quickly, efficiently and politely and that accurate messages are taken and relayed to the person concerned
- XV. The Department Senior Clerk must be kept up to date with work in progress and informed of any difficulties with your workload

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

3. RESPONSIBILITIES

- I. Chambers operates a shift pattern meaning someone will be working between 08.30 and 18.00 every day

The senior clerk is responsible for making suitable arrangements and ensuring all staff are at their desk working by their appointed time

- II. Follow the processes set out in the Department Clerking Manual (see generic summary below) and any instructions from the Department Senior Clerk or Practice Manager(s)

4. GENERAL DAY TO DAY RESPONSIBILITIES

- I. To answer phones and deal with any bookings and queries accordingly
- II. Take messages where required and email barristers/clerks
- III. We often have to help in other practice areas and work closely with all departments
- IV. Deal with emails in the department and your personal inbox throughout the day
- V. Check any post and hard copy briefs
- VI. Enter everything on LEX (Chambers' diary management system) correctly
- VII. Chase papers for cases in the future
- VIII. Ensure all papers are received for the next day
- IX. Plan the diary and manage the department efficiently
- X. Ensure all cases have terms of business agreed and fees for private cases are agreed and noted on the system
- XI. Provide solicitors or other counsel with barristers availability
- XII. Book in sitting for members who sit part time as Judges
- XIII. Book in personal appointments

JOB DESCRIPTION B&P/PI, CLIN NEG, COSTS & CIVIL DEPARTMENT PRACTICE CLERK



ST JOHN STREET
CHAMBERS

- XIV. Work closely with the clerking team to ensure efficient diary management for the following day and weeks ahead
- XV. Check court listings (see protocol later in the manual) making sure the Court and times are correct and confirming the Judge
- XVI. If we cannot cover all hearings we may need to return a case to another chambers
- XVII. Double check those members who are doing more than 1 case can do what needs doing. We cannot have members not turning up for court. We must evaluate the risk and get it right
- XVIII. Ensure members have access to their papers either by LEX/Email or hard copy
- XIX. Ensure members are notified of all professional commitments for the next day
- XX. Before the clerking team is released for the day ensure members are notified of all appointments, professional and personal , for the following day. Members must be called or emailed to confirm their diary
- XXI. There will be occasions when the Department Manager and other members of staff are required to work after the official end time to ensure Chambers is run efficiently