

# JOB DESCRIPTION – DEPARTMENT PRACTICE CLERK

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 Chambers Director, Department Senior Clerk or Practice Manager(s) in all matters.

This position is reviewed by the Chambers Director, 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 Chambers Director, Department Senior Clerk and Practice Manager(s).
- II. To organise the efficient management of cases from cradle to grave, i.e. from the first approach into chambers through to the conclusion of the case.
- III. To promote the members of Chambers to existing and potential clients at all times.
- 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 and using the LEX Case Management System, Outlook, Office 365, Teams, HiHi Phone System to ensure the smooth running of chambers.
- II. Working closely with all clerking departments in chambers to ensure the smooth running of chambers as a whole, especially those multi disciplined barristers.
- III. Liaising with Clerks, Counsel, The Court Service and Instructing Solicitors to plan a proactive diary and anticipate potential problems acting early to avoid difficulties happening.
- IV. Ensuring that each member of Chambers is able and aware of their commitments for the following day: anticipating double-bookings; administering reminders of outstanding paperwork.
- V. To assist at and attend Departmental Meetings and/or functions as directed by the Department Senior Clerk.

- VI. As directed by the Department Senior 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.
- VII. Assisting 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.
- VIII. Recording of information. You will be responsible for ensuring that all essential information is obtained and recorded on LEX and that missing information is sought immediately from either solicitors or other sources.
- IX. Providing administrative support to the Clerking Team
- X. Polite, concise and considered response to email and telephone enquiries from solicitors, their staff, the Court Service and, on occasion, lay clients. Relaying of all complaints to the Chambers Director & Department Senior Clerk immediately in accordance with the Chambers Complaints Procedure.
- XI. 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.
- XII. 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.
- XIII. 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.

### **3. RESPONSIBILITIES**

- I. Chambers operates a shift pattern meaning a member of the department will always be working between 8.30 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.

### **4. GENERAL**

- I. To ensure the implementation of the equality, diversity and inclusion policy
- II. To promote a culture of continuous improvement by personal example and quality of contribution
- III. To take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties
- IV. To comply with the principles of GDPR in line with Chambers' IT Policy and Data Protection Policy

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