

JOB DESCRIPTION

Job title	(Assistant) Practice Director
Location	The postholder will be primarily allocated to the [*] office but will be expected to work from the [*] office from time to time as required.
Name	

Main purpose of job

To actively, lead, manage and coordinate the business development, marketing, and practice administration services of the team, including active management and support of all relevant Practice Administrators, whilst providing meaningful support to the allocated Senior Practice Director (and their team) to ensure operational standards and high-quality service levels are consistently achieved.

To provide timely, active, and practical guidance and instruction to the Senior Practice Administrators to ensure that day to day practice administration, business development and marketing activities of all relevant Practice Administrators are in line with client and members needs and meet the standards required and expected.

To address areas of concern with regard to performance and standards with the Senior Practice Administrator (or their team) and implement actions to remedy them.

To work collaboratively and effectively as one of many Assistant/Practice Directors sharing best practice and assisting with overall resource management within Plowden Facilities.

To ensure that company policies are adhered to, and that staff development meetings and wellbeing matters are rigorously addressed.

To work effectively with Heads of Team, Heads of Sub-Teams as well as individual members to identify and implement strategies for business growth, improving the profile of Chambers and individual teams and members and developing productive and meaningful relationships internally and externally.

To engage in active business development, directed by the teams' strategies, to build a strong network within their service lines that will encourage business growth and profitable relationship for the members within their teams.

To have an up to date understanding of the markets and competitor activities to identify risks and opportunities.

To manage, lead, mentor and train a team of up to 6 Practice Administrators within your practice area.

To support team development through holding regular, effective team meetings, giving feedback, setting priorities, and providing updates as to performance, risks, and opportunities.

To be responsible for leading and coordinating the development of Barristers' practices, ensuring the delivery of efficient and effective support services, growing business opportunities within their area of

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responsibility, sustaining productive client relationships, and enhancing Chambers' profile in the local market.

This post reports to the Senior Practice Director of your team.

Key Qualities

The postholder is expected to demonstrate:

- Effective delegation.
- Sound interpersonal skills to be able to deal with multiple stakeholders in a sometimes high pressure environment.
- Drive, enthusiasm and eager to learn and mentor.
- Outstanding leadership and management skills.
- A willingness to contribute to the ethos of the company and wellbeing of staff colleagues.
- Willingness to meet the demands of the role through extended hours when required.
- Must be adaptable and be able to work well within a diverse team.
- Must have a "can do" attitude and be prepared to be very "hands on" when required.
- Awareness of best practice and effective use of technology in the better delivery of services.
- Flexibility to travel within the covered by the North Eastern Circuit and elsewhere as required.

Key tasks

Business Strategy

- Support the development and implementing of the business plan for the relevant areas of the business.
- Achievement of agreed milestones and key metrics.
- Support the development of Routine reporting internally and at Board level performance vs plan, costs v income as well as risks and opportunities.
- Participate in the routine assessment of the strategy with the SPD and any relevant Head of Team and implementation of any changes or corrective actions.

Marketing and Business Development

- Participate in the development of relevant marketing plans to support the agreed strategy of each relevant area of the business.
- Undertake and/or support periodic reviews of competitors and identify opportunities for growth.

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- Coordination and delivery of the marketing and business development plans working with internal and external marketing resources as needed.
- Provide data to support the measurement of the marketing plan vs the agreed business goals.
- Network, build and maintain strong relationships with relevant and appropriate existing and prospect clients across the relevant areas of the business.
- To proactively build relationship with relevant and appropriate potential clients and referrers of work.
- Ensure a coordinated approach to client relationships, identifying opportunities to match client needs to Chambers' capabilities and execute client relationship plans effectively.
- Proactively identify and coordinate opportunities to cross-sell, improving internal communications and following up on agreed actions.
- Undertake relevant client communications including regular client visits; feedback and satisfaction monitoring; service reviews and initiative-taking discussions about improvements and innovations to improve client service and relationships.
- Support and coordinate with the marketing team and members to enable informed and high-class entries for the Legal 500 and Chambers & Partners.

Practice Administration (Clerking)

- Conduct practice development meetings with members to establish a progressive and effective, long-term approach to practice development and career targets (e.g. Silk).
- Provide estimates and quotations for significant work / tenders and negotiate and assess fees in line with Chambers' fees administration policy.
- Ensure practice administration, marketing and business development activities undertaken directly or by junior staff colleagues is compliant with regulatory requirements in the BSB handbook and all other professional fiscal and regulatory requirements relevant to the management of Chambers and the practices of individual members.
- Undertake audits and checking to ensure that all aspects of services delivered by their team are in line with the agreed quality standards.
- Handle client complaints and criticisms, including fee disputes and service standards, appropriately.
- Ensure that the practice administration to Chambers is considered "best in class" and is resourced to the appropriate level and the team have relevant skills, behaviours, and knowledge to deliver an exceptional service.
- Define and organise relevant training for Barrister Members in coordination with the relevant Head of Team.
- Support the team with complex and semi-complex activities where appropriate with a focus towards the senior half of the team. Responsibilities could include:
 - Diary management.
 - Accepting non-standard senior paperwork.

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- Handling time sensitive or confidential work with care.

Team leadership/development

- Directly support the recruitment and ongoing development of the team.
- Conduct regular 1-2-1's with Senior/Practice Administrators (and/or Assistant Practice Directors if required) to identify areas of development and strength.
- Set objectives and implement training as appropriate to develop skills and knowledge.
- Undertake regular direct coaching of direct reports.
- Implement relevant training plans and activities for the Senior/Practice Administrators.
- Undertake relevant performance management activities to ensure individual performance meets the agreed standards.
- Identify and recommend process improvements with the continued objective of developing best practices throughout.

(Senior) Management Responsibilities

- Attendance at company Board Meetings and Chambers Executive Board Meetings in the absence of SPD if required.
- Provide supervision and coordination across other teams in the absence of other Assistant/Practice Directors.
- Work collaboratively with other colleagues to ensure own actions are in line with agreed, broader business plans and needs.

Experience / Knowledge

- 8+ years' experience working within the legal sector in a clerking, administrative or secretarial role.
- A sound knowledge of the administrative requirements of managing the practices of barristers.
- Extensive experience of brief fee negotiations.
- Experience of developing effective business cases and conducting face-to-face business development, locally and nationally.
- Experience or understanding of relevant practice areas.
- Proven track record in creating relationships and consistently growing revenues through new business.
- A comprehensive understanding of the compliance and regulatory aspects relevant to working in a Barristers Chambers.
- Strong business acumen, client focus and strategic thinking.

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- Demonstration of an understanding of marketing and business development processes, and knowledge of relevant practices.
- Experience of leading, managing, developing, and supervising a team is desired but not essential.

Skills and Abilities

- Ability to prioritise and to work to deadlines.
- Excellent face-to-face communication and interpersonal skills to appropriately deal with clients, barristers, solicitors, court officials and judges alike.
- Leadership and the ability to “make things happen”.
- Communication, negotiation, and relationship-building skills.
- Excellent telephone manner and strong written communication skills.
- Attention to detail and accuracy.
- Initiative, integrity, and self-motivation.
- Organisational and planning ability, to handle several cases at various stages concurrently.
- The ability to quickly determine which barrister might be appropriate for a potential (unnamed) case.
- Capacity to work as part of a team with staff colleagues, members of Chambers and clients.
- Computer literacy, particularly an advanced knowledge of Microsoft Office.
- Ability to develop relationships with people across all levels of seniority and to communicate effectively and be persuasive at a senior level.
- Ability to think clearly and find effective solutions to problems.
- Ability to delegate effectively whilst keeping a good handle on progress and quality.