



JOB DESCRIPTION

Job Title: FEES CLERK

Job Holder:

Reporting directly to: SENIOR FEES CLERK

Relationships: SOLICITORS, BARRISTERS, CHAMBERS DIRECTOR, PRACTICE MANAGERS, MARKETING TEAM.

Job Purpose:

To work with the Senior Fees Clerk and to offer the highest quality service to stakeholders and clients in order that St Ives Chambers produces maximum and sustainable profit each year and risks to the business are identified and addressed.

Key Responsibilities:

- To assist the Senior Fees Clerk to carry out all duties in a professional and courteous manner with an understanding of the impact of actions and attitudes on colleagues and internal and external clients;
- To carry out appropriate and timely fees collection to reach monthly and annual targets;
- To ensure all activities, actions and recordings are carried out in accordance with St Ives Chambers code of practice and the Fees Team Office Manual;
- To play a part in developing and maintaining a strong friendly and supportive atmosphere within the whole staff team.

Statutory Compliance

- Implement and maintain accurate records and compliance with procedures as set out in the Chambers office manual;
- Regularly review and monitor all procedures in line with General Data Protection Legislation UK (GDPR UK), and to inform the Senior Fees Clerk of any risks identified;
- Ensure knowledge about relevant current and future legal and professional development is maintained;



- Attend regular staff meetings and out of hours events as required;
- Implement the Quality standards, Best Practice Protocols and all St Ives employee procedures as required;
- To undertake any training that is required to achieve a high quality standard of practice;
- Carry out other additional duties as may be required;
- Carry out all training in relation to Cyber Security and Fraud Awareness.

Fees Management

- Responsible for the efficient and effective collection and recovery of barristers' current debt for all areas of work using the appropriate methods according to the type of debt, client, funding and payment terms in line with the procedures set out in the Fees Team Manual. You will be expected to chase fees by fee note, standard letter, bespoke letter, email, fax or telephone as prompted by the system and as appropriate to the specific circumstance of the case taking into account previous information and payments received;
- Generate reminder letters and fee notes on all practice groups;
- Chase and monitor all High Costs and Events cases to ensure timely payment and liaise with the Practice Manager(s) as appropriate;
- To assist and advise on the appealing of fees or assessments;
- Carry out month end management reporting;
- Provide payment summaries and any relevant taxation reports to barristers and their accountants in a timely and accurate manner;
- Ensure accurate processing and distribution of all payments received from Clients, including Public Access clients at the appropriate time in line with Chamber's procedures;
- Ensure cross payments are calculated accurately and made through the chambers fees account as soon as possible to both members of St Ives and external chambers;
- Conduct monthly bank account reconciliations;



- Regularly review and manage the credit control systems and make recommendations to the Senior Fees Clerk where changes to the case action templates are required.

Service to Clients and Barristers

- Liaise efficiently and effectively with Solicitors/CPS/LAA/Courts and other chambers regarding information required;
- Liaise with Practice Managers and Assistant Practice Managers regarding case information and amendments to fees on all work types;
- Deal with fees telephone calls, providing prompt and accurate information, and taking any follow up action that may be necessary to receive final payment;
- Ensure details on all correspondence received are noted on the case records so there is a complete audit trail and chronology of actions taken and to keep colleagues informed;
- Log and respond to all incoming correspondence via letter, email or telephone, making full notes on case record of what has been received and what action has been taken;
- Ensure all work is carried out with attention to detail and accuracy to the required St Ives professional standards;
- Undertake and complete all St Ives financial and administrative procedures to the high standards that are required of professional chambers;
- Undertake any duties as directed by the Senior Fees Clerk.