



Junior Assistant Practice Manager Crime

Job Description

Reporting to: Practice Manager Crime and other Practice Managers when Crime Practice Manager is unavailable

Relationships: Solicitors, Clients, Barristers, the Fees team, Chambers Director, the rest of the staff and other Practice Managers when own Practice Manager is absent.

Job Purpose

To assist the Practice Manager(s) in order to offer the highest quality service to internal and external clients in order that St Ives Chambers produces maximum and sustainable profit each year and the risks to the business are identified and addressed.

Key Responsibilities

To carry out all duties in a professional and courteous manner with an understanding of the impact of actions and attitudes on colleagues, internal and external clients.

To play a part in developing and maintain a strong, friendly and supportive atmosphere within the whole staff team.

To recognise and inform the Practice Manager of any opportunities which may enhance the productivity and efficiency of the whole staff team as well as the individual practice.

Statutory Compliance

- Implement and maintain accurate records and compliance with procedures as set out in the Chambers quality assurance documentation.
- Attend regular staff meetings and out of hours events as required.
- Adhere to the Quality standards, Best Practice Protocols and all St Ives employee procedures as required.

Criminal Practice

- To undertake any training that is required in order to achieve a high quality standard of practice.
- Carry out other additional duties as may be required.

Booking In

To be fully accountable for the accuracy and communication of cases the job holder processes.

To carry out these duties accurately, professionally and completely with appropriate reference to the Practice Manager or Assistant Practice Manager.

- Receive telephone call or documents from solicitor
- Where brief is not sent for specific counsel use knowledge of the barristers' areas of expertise to allocate case to barrister. Confirm the same with solicitor
- Create as a case and allocate case number through the system
- For Crown Court cases ensure an indictment number (URN) is added to the system in the appropriate box.
- Ensure a valid legal aid certificate has been provided for defence cases (and lac1 form for indictable only cases) and attach certificate to case documents
- Register and flag up any inconsistencies or missing documents
- Carry out a conflict search and conform to our work allocation policies and guidelines
- Place documents in pigeonhole for appropriate Barrister as and when required
- Inform Practice Manager(s) or Assistant Practice Manager of any inconsistencies e.g. problems with Solicitors/barristers for them to action

Diary Control

- Be aware at all times of diary situation for own Practice and be conscious of the needs of the other Practices
- Communicate and liaise with other teams regarding barrister availability – be aware of risks and report these to PM(s) or APM immediately
- Criminal Team – keep up to date with the Criminal List and be aware of cases arising
- Be aware of barristers' areas of expertise/practice and any restrictions
- Inform PM or APM regarding any potential issues that may affect the smooth running of the diary going forward
- Agree fees for appropriate cases by the day before the case at the latest and liaise with Practice Manager(s) and Assistant Practice Manager in major and complicated cases
- Ensure all cases are fully annotated with any necessary information to allow others to continue with your course of action
- Ensure all papers and necessary correspondence is received for the following diary day confirming with counsel where necessary.

Service to Clients and Barristers

- Ensure all papers and digital case access are available for the hearings – check with barristers and solicitors before the end of each day to confirm details
- Inform solicitors/barrister of any changes to case/diary plans and ensure they have all documentation and case details in good time
- Scan/Email documents for barristers to account for last minute requirements
- Liaise with the Fees Team regarding key case information and amendments to fees in order for them to provide accurate and timely information.

Billing

To be fully accountable for the accuracy, completeness and timeliness of the cases that the job holder actions.

- Receive file from Barrister and check that it has all the required information and appropriate documentation
- Be fully up to date with the latest billing regulations
- Log and scan copies of all documents/correspondence and update case records
- Carry out sanity check to ensure accuracy and completeness of billing documentation
- Assist Criminal Billing Fees Clerk with obtaining missing documentation as and when required.

Business Development and Marketing

Under the direction of the Practice Manager:

- Assist in the practice development of the individual barristers to ensure that the barrister's practice and their career development is fulfilled and managed.
- To assist with the promotion and marketing of the practice group and individual barristers within the overall chambers business strategy.
- Ensure that new work is acquired and relationships with new clients and developed
- Assist with retaining existing work and relationships with existing clients are maintained and developed.
- Contribute to the chambers business strategy by keeping in touch with solicitors and being involved in marketing activities such as seminars and events
- Liaise with the Family Deputy Practice Manager who is responsible for the Marketing and Event Officer in relation to any tasks to be undertaken.



Person Specification

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Requirement	Essential/ Desirable
Qualifications / Education / Training: - Good level of Numeracy and Literacy - BTEC and/or GCSE qualifications including Maths and English	Essential Essential
Experience: Previous experience in working in professional services environment	Desirable
Knowledge: - Previous Knowledge of IT systems - Microsoft 365, Teams, Word, Excel	Essential Essential
Skills & Competencies: - Excellent Interpersonal skills - Excellent telephone manner - Excellent attention to detail both in literacy and numeracy - Strong prioritisation skills and ability to manage own workload - Effective team player as well as being able to work on own initiative - Strong communication skills with ability to listen	Essential Essential Essential Essential Essential Essential
Personal Attributes: Flexible and willing to assist others	Essential
Other: - Awareness of high service client care requirements - Professionalism and high standards of work	Essential Essential
Motivation: - Committed to delivering a high-quality service - Demonstrates drive and enthusiasm - Proactive approach to work - Hardworking and conscientious individual	Essential Essential Essential Essential