



JOB DESCRIPTION

Job Title:	FAMILY BILLING CLERK
Position:	PERMANENT
Hours:	FLEXIBLE SHIFTS – 8:30AM TO 5:00PM OR 9AM TO 5:30PM
Reporting directly to:	FAMILY PRACTICE MANAGER
Relationships:	SOLICITORS, BARRISTERS, CHAMBERS DIRECTOR, PRACTICE MANAGERS

Job Purpose:

To work with the family clerking team 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 family clerking team 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 deal with family billing including legal aid, finance, private law and care;
- To carry out appropriate and timely billing 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 family working practices;
- 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 quality assurance manual;
- Regularly review and monitor all procedures in line with General Data Protection Legislation UK (GDPR UK), and to inform the Family Practice Manager 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.

Billing

- To assist the family clerking team to carry out billing tasks and to achieve targets set.
- Chasing counsel for outstanding billing information.
- Ensure accurate processing so payment can be received.
- Process FAS billing and monitoring of FAS workflows.
- Use the LEX bulk upload system to upload allocated claims to CCMS.
- Requesting allocation on CCMS and keeping on top of chasing for allocation.
- Response to CCMS allocations.
- Dealing with rejected claims in a timely manner.
- Assist with High-Cost cases as and when required.
- Liaise with the fees team so that queries can be resolved.
- Carry out reporting.

Service to Clients and Barristers

- Liaise efficiently and effectively with Solicitors/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 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 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 Family Practice Manager.



Person Specification

Requirement	Essential/ Desirable
Qualifications / Education / Training: • Good level of Numeracy and Literacy • Working in fees/billing clerk role within Barristers chambers or professional services environment	Essential Essential
Experience: • 6 months relevant customer service experience • Experience of working in a similar role	Essential Essential
Knowledge: • Knowledge of IT systems (Microsoft Word and Excel) • Knowledge of LEX system • Knowledge of quality standards (ISO) • Cyber Security and Fraud Awareness	Essential Desirable Desirable Essential
Skills & Competencies: • Excellent telephone manner • Highly accurate with excellent attention to detail both in numeracy and literacy • Accuracy in handling financial information and data • Strong prioritisation skills and ability to manage own workload • Well organised and ability to meet deadlines • Team player as well as the ability to work on own initiative • Strong communication skills	Essential Essential Essential Essential Essential Essential
Personal Attributes: • Work well under pressure with the ability to multi-task • Good organisation skills • Friendly and flexible attitude to work • Being Resilient • Excellent time management • Ability to prioritise and undertake a number of tasks • Hardworking and conscientious	Essential Essential Essential Essential Essential
Other: • A logical and methodical approach • Full appreciations of issues of confidentiality in handling financially sensitive data • Professional attitude and presentation	Essential Essential Essential
Motivation: • Strong commitment to delivering a high-quality service • Demonstrates drive • Proactive approach to work • Ability to work within a fast past environment	Essential Essential Essential Essential

