

PRACTICE DIRECTOR
Leading Civil and Commercial Legal Chambers

An exciting opportunity has arisen for a proactive and ambitious Practice Director to join the Business Team at Outer Temple Chambers.

Outer Temple Chambers is an established leading set of chambers providing bespoke legal services for solicitors, in-house counsel, professional clients and private individuals. Our success is built on sound legal advice and effective problem solving, focused wholly on the individual needs of our clients.

Fostered by an open and diverse culture that makes us easy to work with, we have barristers spanning all levels of expertise. Many are highly respected leaders in their respective fields.

The appointee will lead the development, implementation, and review of their practice area with the objectives of raising its market profile and ensuring that fee income target set a departmental, workgroup and individual level are achieved through clerking, practice management and marketing.

Key responsibilities:

- Overseeing the day-to-day management of all barristers' practices within the designated cohort and ensuring that a high-quality service is delivered to clients, casework is being managed effectively and strategically, fees are competitive in line with agreed levels and barrister concerns are handled professionally.
- Leading the development and delivery of an effective sales strategy which raises both the profile and fee income of the cohort. To be achieved at:
 - workgroup level by working with each workgroup lead to identify and manage opportunities, expectations and risks. To establish workgroup growth targets in terms of fee income and areas of practice and to advise on strategies and activities that will support the agreed targets. To look at the structure of workgroups and advise on recruitment strategies and to have an input into any recruitment process;
 - individual barrister level by advising and supporting members on the most effective way of managing and developing their practices with a view to meeting agreed fee income targets. This involves annual SWOT meetings and ensuring that all barristers with the cohort have an individual plan and that performance against target is reviewed and reported regularly;
- Developing, communicating and implementing a clear pricing strategy/ fee structure in line with market conditions in order to maximise practitioners' fee income. To carry out all major or exceptional fee negotiations and negotiations of fees contracts and other agreements and to record and inform the client in the case of non-standard fee cases the basis on which the fee will be charged.
- Leading, managing and developing direct reports by articulating clear strategies and targets and establishing effective team working and high standards of customer service (internal and external).
- Developing the sales, marketing and negotiation skills of direct reports and setting challenging targets for their training and development. Conducting performance reviews for those members of staff.

- Liaising and meeting with other Practice Directors in the Business Team and those in the Health Team to ensure that communications across both teams drive and support practices over several disciplines.
- Promoting and participating in an 'open culture' where individuals freely share ideas and express opinions. Encourage practice management staff at all levels to share information (unless conflicts prevent this) to maximise cross-fertilisation of marketing initiatives and the promotion and cross-selling of diverse or overlapping practice areas.
- Working with the leadership team to develop Chambers' strategy and business plans with specific responsibility for the sales, practice development and marketing elements of plans for those areas of the business team within your remit. Preparing monthly updates of progress against targets to the leadership team and (as required) to the CMC.
- Provide and maintain a first-class, courteous, friendly and professional client care service at all time, building and maintaining relationships with all key clients, carry out client care visits where appropriate and arrange social and business initiatives to strengthen links and attract more work. Seek opportunities to promote and expand the work of the cohort and Chambers more widely.
- To ensure that a method of fair distribution of work for pupils and juniors is established, implemented, reviewed and recorded. To provide monitoring reports appropriate to internal committees (eg. Inclusion & Diversity, Pupillage, CMC) as required.

Person Specification

- **Team Leadership:** strong leader with experience of managing others. Has the ability to create and communicate a clear vision and direction in order to create a motivated team and foster an environment where groups and individuals can achieve high performance.
- **Customer Focused:** builds and manages client relationships and exceeds client expectations by accurately assessing client need and ensuring delivery of client requirements.
- **Business Aware:** demonstrates a clear understanding of the current market environment including awareness of all opportunities and threats to new and existing business / fee income. Seeks, evaluates and uses information from a wide variety of internal and external sources in order to proactively develop the business and improve performance.
- **Results Orientated:** evaluates situations, identifies existing challenges and future opportunities for growth, sets goals, plans, delivers and measures outcomes. Has the will, ambition and tenacity to make things happen and therefore deliver outstanding business performance.
- **Personal Qualities:** Discreet and trustworthy at all times. Flexible and adaptable as required. Self motivated and with an excellent eye for detail. Ambitious, driven, focused and keen to succeed with the ability to be proactive and take the initiative. Professional at all times.
- **Team Worker:** builds personal networks, recognises the value of other team members in enhancing overall performance and encourages and enables contributions from all other team members. Ability to collaborate with colleagues across Chambers as well as with outside organisations.

- **Good Communicator:** communicates in a clear and concise manner in the language of the audience and checks that communicated messages have been received and understood. Strong negotiation and interpersonal skills including a high standard of written and spoken English. Confident and assured with the ability to remain calm and reassuring under pressure.
- **Business Development:** highly committed to business development and marketing. Possesses a thorough understanding of the legal market and is a strong networker who already has a substantial network of client contacts within the legal market.
- **Knowledge Sharing:** seeks applies and shares knowledge by making use of the knowledge and experience of other team members and colleagues in order to improve business performance.
- **Personal Development:** manages personal and professional development seeks opportunities for further development and skill enhancement and solicits constructive feedback in order to improve performance.
- Good knowledge of all relevant IT packages incl. Microsoft 365 and LEX.

Equality & Diversity

Outer Temple Chambers is an equal opportunities employer and is committed to diversity amongst its staff and members. We are also a Disability Confident Employer.

How to apply

For a confidential discussion, please feel free to contact Steve Graham (telephone 0207 353 6381 or email: steve.graham@outertemple.com). To apply please send your CV and covering letter to asia.gibbs@outertemple.com.

Closing date: 23 June 2024
 Contract: Full time, permanent
 Location: Hybrid working
 Salary: £105k - £120k depending on experience
 Benefits: 26 days annual leave, Life Assurance, Eyecare at work scheme, Season ticket loan, Subsidised staff social events.

Please note that the recruitment campaign might end earlier as the applications will be reviewed on a rolling basis so please do not delay in applying.

No agencies please.