

PRACTICE MANAGER
Leading Civil and Commercial Legal Chambers

An exciting opportunity has arisen for a proactive and ambitious Practice Manager 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 work with and support colleagues to continue and further develop a highly professional clerking service. They will play an active role in the business development and marketing activities of Chambers and assist with the growth of members' practices, the success of Chambers and its business whilst ensuring a first-rate service is provided to members, clients and all those interacting with Chambers.

Key responsibilities:

CLERKING

- Provide a highly professional clerking and practice management function, ensuring the delivery of a first-class service to members.
- Advising solicitors and clients so that their needs are met effectively.
- Assist in the management and development of members' practices.
- Assist with the implementation of Chambers' business development and marketing strategies.
- Provide ongoing development of more junior colleagues.
- Manage and, where necessary, suggest changes to processes and systems.
- Diary management, ensuring that instructions are allocated effectively and efficiently having regard to Chambers' policy on fair allocation of work.
- Fee negotiation at all levels, billing, and supporting the fees team to resolve fees issues.

BUSINESS DEVELOPMENT AND MARKETING

- Support senior colleagues and members to ensure effective development of professional relationships with new and existing clients.
- Attend events/meetings, internal and external, and represent Chambers and its business interests.
- Identify opportunities and report them to more senior colleagues.
- Recognise potential cross-selling opportunities across Chambers' services.
- Have a keen interest in market changes and be aware of developments.

GENERAL RESPONSIBILITIES

- Provide and maintain first-class, courteous, friendly and professional client care service at all times.
- Promote and participate in an 'open culture' where individuals freely share ideas and express opinions.
- Be supportive and respectful towards colleagues, members and external clients.

- Feedback to senior colleagues all relevant information relating to the role and success of Chambers' business.
- Personal development.

Knowledge, Skills and competencies required:

- Relevant experience gained in a successful chamber.
- Professionalism and commercial acumen.
- Strong communication, negotiation and interpersonal skills including a high standard of written and spoken English.
- Highly committed to business development and marketing.
- Driven, focused and keen to succeed – pro-active approach and results orientated.
- Ability to collaborate with colleagues across chambers and with outside organisations.
- Knowledge of IT packages, including Microsoft 365 and LEX
- Willingness to further develop skills, including negotiation.
- Ability to remain calm and reassuring under pressure.
- Commitment to diversity and inclusion.
- Understanding of the legal market and a keen interest in developing this further.

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

Salary: £50k- £65k per annum, depending on experience

Location: Hybrid working

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.