



JOB DESCRIPTION: PRACTICE ASSISTANT

REPORTS TO:

Head of Practice Management
Senior Practice Manager

REVIEWED BY:

Staffing Committee
March 2025

PURPOSE OF THE JOB

To provide practice assistance to support the effective administration of Chambers.

Practice Assistance

1. In conjunction with the Practice Managers, answer the telephone, transfer calls, deal with enquiries where appropriate and take messages as required.
2. In conjunction with the Practice Managers, monitor and action the Practice Management shared inboxes throughout the day, including logging documents on the LEX Case Management System and liaising with the barrister members as necessary. This includes periodically checking the spam folder for non-spam emails.
3. In conjunction with the Practice Managers, liaise with instructing solicitors and barrister members as regards papers that are required for forthcoming hearings, noting the LEX case Management system as necessary.
4. Assist the Assistant Fees Manager in liaising with instructing solicitors to obtain legal aid certificates and representation orders.
5. Under the guidance of the Senior Practice Manager, assist with the allocation of unassigned instructions in accordance with Chambers' Protocol for the Fair Allocation of Work, including liaising with barrister members as to their capacity to accept instructions.
6. Assisting with the daily monitoring of outstanding paperwork including liaising with barrister members in respect of the same.
7. Assist the Practice Managers in liaising with barrister members for time estimates for the purposes of agreeing private fees.
8. Assist with the administration of the Client Care system including recording replies from instructing solicitors and processing system generated notifications.



9. Process incoming and outgoing mail, logging on the LEX Case Management System, liaising with the barrister members as necessary.
10. Ensure all office machinery is well stocked with paper and toner each as necessary.
11. Keep tidy, monitor and order supplies of stationary and other office supplies as required (with prior authority).
12. In the absence of the Operations Manager, update the barrister Month End Spreadsheet and liaise with Chambers' Finance Manager as required.
13. Undertake additional tasks as required by the Head of Practice Management/Senior Practice Manager and administrative tasks as required.
14. Assist with barristers' photocopying, in exceptional circumstances.

Client Care

Provide support to the Communications Manager by:

1. Providing hospitality for clients.
2. Ensure conference rooms are clear and tidy prior to conferences.
3. Assisting with the organisation of Chambers' internal events as requested by the Communications Manager.

Training

1. Remain up to date with Chambers' Practice Management systems, procedures and protocols including the Fair Allocation of Work protocol.
2. Remain up to date with Chambers' IT system through training by staff and other outside bodies.
3. Remain up to date with the Health and Safety manual.
4. Undertake any other training as deemed appropriate by Chambers.