

JOB DESCRIPTION: PRACTICE MANAGER

Full-time permanent position (40 hours per week)

Closing date: 17th November 2021, 10am.

Salary: In the region of £45,000 - £62,000 per annum depending on experience.

Positive Action Statement

Matrix strives to be an equal opportunities employer and is committed to diversity amongst its staff and members, including supporting flexible working. We therefore encourage and welcome applications from women, Black, Asian and minority ethnic individuals, neurodiverse and disabled people, and those who are LGBT+, as well as candidates from other groups which are underrepresented in the legal sector. We will make reasonable adjustments to enable disabled or neurodiverse candidates (including where a mental health issue is classified as a disability) to demonstrate their suitability for the position.

What is Matrix?

Matrix is a barristers' chambers located in Gray's Inn, London, Geneva and Brussels. We are a group of independent and specialist lawyers and support staff who work in a wide range of areas of law. We work throughout the UK and have extensive experience internationally.

We are an innovative provider of legal services and are proud of our reputation as an organisation. Our actions are guided by our core values, which outline our principles as an organisation and govern how we work. They mean that our lawyers and staff are committed to equality and fairness in all aspects of their work. We operate within a modern environment, where diversity, accessibility and client care are widely championed.

The Role

Applications are sought for the position of Practice Manager.

The Practice Manager:

- Assists the Senior Practice Manager with delegated authority for the practices of individual barrister members and for management of more junior staff.
- Reports directly to the Senior Practice Manager.

The successful candidate will be able to demonstrate, including through appropriate and relevant experience, that they can meet the requirements of the job description. They should have experience of practice management within barristers' chambers and/or management in professional client services, and be able to demonstrate a clear understanding of how this assistance is provided to practising barristers, based on relevant practical experience. The successful candidate will be well-organised and committed to high quality service delivery. They will have strong negotiating, organisational, marketing, business development and teamworking skills.

Interested? What now?

Please complete the covering form and return it along with your CV to Lindsay Clarke at recruitment@matrixlaw.co.uk or via hard copy to Lindsay at Matrix, Griffin Building, Gray's Inn, London WC1R 5LN. The closing date for applications is 17th November 2021 at 10am.

Guidance for completing our form

Your covering form and CV is the first stage of the recruitment process and it is the only basis on which we make a selection for interview.

When completing the form please address each of the skills listed in the table below. Where possible please provide examples relating to your previous experience. As a guideline, each point should be addressed in less than 250 words.

Experience/Skill	Essential/Desirable
1. Experience of practice management within barristers' chambers and/or management in professional client services. This experience may have been acquired with a set of barristers in England and Wales or with advocates practising in other jurisdictions, or in other roles that can be demonstrated as relevant.	Essential
2. Ability to manage and develop the practices of a diverse team of barristers, including excellent teamworking and negotiating skills.	Essential
3. Ability to manage and prioritise a complex, high-profile, and demanding workload within a team environment. Ability to work effectively within a fast-paced team.	Essential
4. Discretion, good judgement and the ability to handle sensitive issues skilfully and confidentially where necessary.	Essential
5. Ability to network effectively, to spot and capitalise on opportunities for business development; and to build and maintain client relationships.	Essential
6. Commitment to, and track record in, provision of quality service to all types of clients.	Essential
7. An understanding of and commitment to the values of Matrix. Please choose one Core Value and tell us why you think it is important within your application form.	Essential
8. Excellent communication and negotiation skills, both verbal and written; and excellent numeracy skills.	Essential
9. Excellent IT skills, including Microsoft Office. Experience of LEX case management system (or other chambers case management software) would be an advantage but training will be given.	Essential
10. Understanding of the contractual terms and administrative requirements on which barristers undertake work; of Conditional Fee Agreements (CFAs); and of cost budgeting (Precedent H).	Desirable

Understanding of the direct access scheme for barristers.	
11. Experience of case listing processes within tribunals, High Court, Court of Appeal and UKSC.	Desirable
12. Experience in the practice area of public law.	Desirable

What you can offer us

The Practice Manager will:

Operational Practice Management

1. Deal with professional enquiries about the experience and availability of barrister members to assist with the provision of legal advice and advocacy.
2. Organise bookings, listings and diary management for members. In line with agreed procedures, ensure all opportunities are recorded from point of first enquiry on the case management system (LEX) and followed up with all subsequent case information accurately recorded and actioned.
3. Negotiate professional fees for members' work, discussing these with members, Senior Practice Managers and clients alike.
4. Ensure that administrative aspects of members' practices, e.g. the arrangement of meetings, court listings, etc. are organised in a highly efficient manner.
5. Assist the Senior Practice Manager (or take responsibility as directed) in reviewing of members' diaries, anticipating potential problems or gaps, chasing instructions, agreeing fees, negotiating staged fees and other matters as required.
6. Supervise and direct the work of the Assistant Practice Managers, delegating work as appropriate. Overseeing and directing, where necessary, the efficient administration of the following day's diary and the daily Court run, assisting where necessary.
7. Assist all other members of the Staff Team to provide an excellent standard of service to members and their professional clients, e.g. by liaising closely with Matrix's Fees Team to ensure that information for invoicing is provided in a timely and clear manner.
8. Identify opportunities for effective cross-selling of work amongst all the members, liaising and working effectively with other Practice Teams and their clients where necessary.
9. Maintain good communications and provide appropriate assistance and cover for the other practice management teams in the event of the absence of colleagues for whatever reason, including providing overall management of the Practice Team in the absence of the Senior Practice Manager.
10. Maintain good working relationships, including with members and others at Matrix, professional clients, partner organisations of Matrix, officers of the Courts, and with staff and barristers in other chambers.

Practice Development

11. Develop an in-depth knowledge of the members within your team and their practice areas. Establish strong relationships with the members in your team and their clients; explore opportunities to expand their portfolio of clients. Maintain market awareness of developments within practice areas.
12. Working with colleagues, ensure that actions agreed at regular practice review meetings are recorded and are put into effect. Attend and help prepare for practice review meetings with the Senior Practice Manager, and conduct alone where directed.
13. Assist with the strategic practice management work of the Senior Practice Manager and Chief Executive, taking delegated authority for one or more areas of practice as appropriate and requested.
14. Contribute to marketing and other business development activities intended to promote and assist the practice development of members and practice groups. Attend events after working hours and meetings with clients from time to time.
15. Take a proactive approach to meeting with clients, both domestically and internationally, where opportunities arise.

Administration and other duties

16. Participate and contribute in meetings of the Practice Team and Staff Team.
17. Where appropriate, participate in other working or project groups that may be formed from time-to-time to take forward operational or strategic plans.

What we can offer you

- Full-time permanent position.
- The position attracts a salary in the region of £45,000 - £62,000, depending on experience.
- 23 days' holiday (increasing by one day for each year of service up to a maximum of 27 days).
- A 40-hour working week. Matrix opening hours are Monday to Friday, 8am to 7pm. Practice staff work on a rota system and cover shifts of 8am–5pm; 9am–6pm; 10am–7pm.
- You will be automatically enrolled into the Aviva group pension Scheme. You can opt out of this.
- Life Assurance
- Matrix participates in the Bike to Work scheme.
- Six months' probationary period.
- An interest free travel loan is available on the successful completion of probationary period.
- Three months' notice period.

Development and Progression Opportunities

- The post-holder will be appraised on a regular basis and specific training and development opportunities will be agreed.

Matrix is committed to a policy of equal opportunity for all staff. We will not discriminate on grounds of sex, gender identity, race, nationality or ethnicity, disability, sexual orientation, religion or belief, age or any other factor irrelevant to a person's work. Assessment for recruitment and career progression purposes is based entirely on the individual's ability and suitability for the work. We are committed to providing staff of all ages and backgrounds with opportunities to maximise their skills and achieve their potential.

Core Values

Our core values govern the way we work and how our organisation operates. They mean that our lawyers and staff are committed to equality and fairness in all aspects of their work.

Our core values include:

How We Deliver Legal Services

Client care and quality of service

Everyone at Matrix is committed to providing high quality client care and legal service.

Working together

Although our lawyers are individual practitioners, they are committed to teamwork and co-operation in delivering legal services, including through sharing legal knowledge and experience.

Independence

Our lawyers are independent practitioners who promote the interests of their clients, whoever they may be. Matrix is committed to the protection of individuals' rights, and to the interests of corporate clients and public and governmental bodies.

Innovation

Everyone at Matrix is committed to innovation, to trying new ways of delivering legal services, and to breaking down barriers with other providers of legal services.

Working with academic lawyers

Everyone at Matrix is committed to enhancing collaboration with academic lawyers.

The legal profession's wider responsibilities

We share a commitment to the legal profession's wider responsibilities to society.

Public service

Everyone at Matrix is committed to a public service ethos including to publicly funded work (including for public authorities), public interest litigation and, where appropriate, unpaid work, all of which has equal esteem with private client work.

Our Organisation

A democratic structure

All Members of Matrix have an equal say in the running of the organisation.

Promotion of equality and diversity

Everyone at Matrix is committed actively to promote equality and diversity including by a strong commitment to the recruitment and development of people from groups which are potentially disadvantaged or historically under-represented in the legal profession, including women, disabled or LGBTQ+ people, those from disadvantaged socio-economic backgrounds, and those who are Black, Asian or from another minority ethnic group.

Wellbeing

Matrix aims for everyone who works within Matrix to have good wellbeing and a good work-life balance.

Efficiency in administration and management

Matrix is professionally managed, using efficient and effective administrative procedures and systems, including state-of-the-art information technologies.

Training and Continuing Education

Matrix offers training opportunities for people working in or with the legal profession including continuing education of everyone within Matrix through regular internal seminars and discussions, and by supporting staff to undertake relevant training and education.

Environment

Matrix will take all reasonable steps to reduce its negative environmental impacts including minimising its contribution to climate change.

Practice diversity

Matrix respecting the diverse practice aspirations of its lawyers in terms of both the areas of law in which they practice, and the way they do it. Matrix is run as an efficient business, but maximisation of income generation is not its principal goal.

Respect and Courtesy

Matrix is committed to ensuring that all those who work with and within Matrix are always treated with proper respect and courtesy.