

## JOB DESCRIPTION: ASSISTANT PRACTICE MANAGER

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**Assistant Practice Manager – Permanent full-time position**

**Salary of £31,000 - £40,000 per annum depending on experience.**

**Full-time permanent position (40 hours per week)**

### ***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 Assistant Practice Manager, to join our Team that predominantly deals with Crime and International law.

The Assistant Practice Manager:

- Assists the Senior Practice Manager and Practice Manager with delegated authority for the practices of individual barrister members.
- 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 will ideally have some experience of practice management within barristers' chambers and/or have worked 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. This may also be suitable for a graduate looking for their first role in professional services. 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.

### ***Experience & skills required***

Matrix is a fast-paced environment, so organisation and time management skills are essential, as well as the ability to cope well under pressure. The appointed person will be highly numerate

and have excellent attention to detail. They will need to be able to use their own initiative as well as work as part of a team.

See the grid below for a list of competencies against which applications will be scored. When completing your cover form, you are asked to address these listed requirements that have not already been clearly demonstrated in your CV. In particular, we ask that you include a paragraph of no more than 250 words telling us which of our Core Values you identify with most and why you think it is important.

| Experience/Skill                                                                                                                                              | Essential/Desirable |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1. Experience of managing a varied workload and prioritising effectively in a busy environment.                                                               | Essential           |
| 2. Excellent oral and written skills, and particularly communication on the telephone.                                                                        | Essential           |
| 3. Ability to network effectively, to build and maintain client relationships.                                                                                | Essential           |
| 4. 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 cover form. | Essential           |
| 5. Excellent IT skills, including Microsoft Office.                                                                                                           | Essential           |
| 6. Experience of LEX case management system (or other barristers' chambers case management software).                                                         | Desirable           |

### **What you can offer us**

The Assistant 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 on the case management system (LEX) and followed up with all subsequent case information accurately recorded.
3. Ensure that administrative aspects of members' practices, e.g. the arrangement of meetings, court listings, etc. are organised in a highly efficient and effective manner.
4. Assist the Senior Practice Manager and Practice Managers (or take responsibility as directed) in reviewing members' diaries, anticipating potential problems or gaps, chasing instructions, agreeing fees, and other matters as required.

5. Have responsibility for the efficient and effective administration of notification of the following day's diary to their practice team.
6. As necessary, assist with the daily court run.
7. 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.
8. Maintain professional working relationships with members and staff at Matrix, as well as professional clients, partner organisations of Matrix, officers of the Courts, and with staff and barristers in other chambers.

### **Practice Development**

9. Develop an in-depth knowledge of the members within their team and their practice areas. Establish strong relationships with the members in their team and their clients; explore opportunities to expand their portfolio of clients. Maintain market awareness of developments within practice areas.
10. Working with colleagues, ensure that actions agreed at regular practice development meetings are recorded and are put into effect. As required, attend and help prepare for practice development meetings with the Senior Practice Manager.
11. 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.
12. Take a proactive approach to business development, identifying and reporting to the Senior Practice Manager opportunities for the promotion of Matrix; meeting with clients where requested by the Senior Practice Manager.

### **Administration and other duties**

13. Participate and contribute in meetings of the Practice Team and Staff Team.
14. Where requested, 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. (We currently offer hybrid working after successful completion of probation).
- The position attracts a salary in the region of £30,000 - £40,000, 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 6pm. Practice staff work on a rota system and cover shifts.
- You will be automatically enrolled into the group pension scheme. You can opt out of this.
- Life Assurance

- Private Healthcare (after probation).
- Six months' probationary period.
- Two 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.

### ***Matrix is founded on the following Core Values:***

#### **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.