

## Practice Manager - Job Advert

**Salary range from: c£55,000** (depending on experience) + benefits

**Location:** Gray's Inn, London

### **Permanent position for immediate start**

We are looking for an experienced Practice Manager with approximately 10 years' experience of working in a practice desk/clerking environment to join our established practice team. Relevant industry experience in any of our core areas of practice (including property, construction, commercial, insolvency, insurance and professional negligence) would be useful but not essential. What is more important to us is finding the right person, with the skills, experience and determination to succeed. These are fast-paced and challenging roles and central to the support given to barristers, and the service we give to our clients. We are looking for someone who is a team player and who works well under pressure.

### **The day-to-day role involves:**

- Supporting a team of barristers alongside other members of the team
- Proactive diary, listing and case management
- Involvement in barristers' career planning and supporting them through the milestones of their lives and careers
- Negotiating and agreeing barristers' fees
- Maintaining and developing client relationships
- Planning, initiating and being involved in business development meetings and events
- Attending industry events and building your own profile within the legal market
- A varied range of other activities to support the team, including billing
- Court listings and attending fixing appointments

### **The many and varied skills required for this job include:**

- Experience of diary and case management
- Experience of negotiating and agreeing fees and the range of funding types
- Good negotiating skills and excellent written skills
- Accuracy, intellectual ability and professionalism
- Enthusiasm, stamina and energy



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- Emotional intelligence
- Attention to detail, good administrative and IT skills, including experience of Lex Chambers Management software (desirable but not essential)
- A 'can do' and 'we're in this together' attitude giving support to colleagues at all times
- A sense of humour

Gatehouse Chambers is a modern chambers and is managed professionally with strong business development and marketing support. The practice management team is highly regarded in the market and focuses on shared goals and objectives of continuing development of chambers and its barristers, and service to clients. It is enhanced by its award-winning office space winning 'Best Chambers for Facilities' in the Legal Cheek Awards 2024.

For more information go to [www.gatehouselaw.co.uk](http://www.gatehouselaw.co.uk) or click [here](#) to access the Practice Manager information pack. To apply, please click on this [link](#) and download the application form.

For any queries, please speak to Linda McGivern 020 7242 2523 or email [jobs@gatehouselaw.co.uk](mailto:jobs@gatehouselaw.co.uk)

**CVs will not be considered.**

Closing date: Midnight on Sunday 19 January 2025

Interviews likely to be during the latter part of the week commencing Monday 27 January 2025

**Gatehouse Chambers is an equal opportunities employer and we particularly encourage applications from people who are underrepresented in the legal profession**

<https://gatehouselaw.co.uk/equality-diversity-inclusion/>

**Candidates including persons with 'invisible' disabilities will be offered reasonable adjustment and we welcome application from neurodiverse and disabled candidates.**



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## Practice Manager - Job Description

Reporting to: Practice Director/Senior Practice Managers

### About Gatehouse Chambers

Gatehouse Chambers is a leading set of barristers' chambers, specialising in commercial, construction, property and insurance law. There are approximately 100 barristers supported by about 35 members of staff. Gatehouse Chambers' offices are located in Gray's Inn.

More information is on our website - <https://gateouselaw.co.uk/>

### Job Summary

A Practice Manager (PM) is responsible for supporting, organising and promoting the barristers at Gatehouse Chambers. Working as part of a team, the PMs take primary responsibility for the efficient and effective management of a group of barristers' diaries and the administration of cases. They are also involved in barristers' career planning and development, and will assist in profile raising and business development across a range of different practice areas. PMs report to one of four Senior Practice Managers, and to the Practice Director.

### Defined responsibility

#### Diary and Case Management

- Record all incoming opportunities, briefs, instructions, enclosures, emails and letters on to the case management system (Lex) and ensure electronic diary bookings are up to date on a daily basis.
- Fix cases in courts as appropriate and attend listing appointments where necessary.
- Proactively manage and administer barristers' diaries and assist in co-ordinating the timely arrival of case papers from clients.
- Deal with email and telephone enquiries for new work and deal efficiently, speedily and appropriately.
- Negotiate fees and funding arrangements with clients, under the supervision of the Senior Practice Managers and Practice Director where necessary.



### Marketing and Business Development

- Support the team by attending seminars and functions to promote Gatehouse Chambers, and to assist in making introductions and building barristers' profiles.
- Promote and market the specialisms, availability and experience of barristers in emails and when on the telephone to clients, in order to generate more work for barristers already known, or to introduce barristers who are not known to the client.
- Spot opportunities for profile-raising for barristers, and suggest, initiate and organise client events, business meetings or other marketing opportunities.

### Personal Development

- Build and develop your own profile in the legal market by attending events and enhancing relationships with clients.
- Be proactive about your own training and development and suggest and initiate your own ideas. Participate in Gatehouse Chambers' own Training Programme.

## Practice Manager - Key Competencies

<b>Knowledge</b>	
<b>Market</b>	<ul style="list-style-type: none"> <li>• Knowledge of the legal market and trends</li> <li>• Understanding of or willingness to learn the practice areas that make up Gatehouse Chambers' specialist areas</li> <li>• An understanding of legal terminology</li> <li>• An understanding of brief fees, charging rates, alternative litigation funding, conditional fee arrangements and pro bono</li> <li>• An awareness of the regulatory framework in which barristers operate</li> </ul>
<b>Technical</b>	<ul style="list-style-type: none"> <li>• Experience of Lex (case management system), or an ability to learn</li> <li>• Experience of fees negotiation and levels of fees for counsel of all levels</li> <li>• Experience of courts and tribunals' listing offices</li> <li>• Evidence of closing deals and record keeping in negotiations and correspondence</li> <li>• Knowledge of Bar Council and Bar Standards Board guidance on Code of Conduct and practice management standards</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience or understanding of developing professional service practices</li> <li>• Ability to spot business development and marketing opportunities for new work and introductions for barristers</li> <li>• An ability to understand and support the different stages of a barristers' career.</li> </ul>
<b>Skills</b>	
Personal effectiveness	<ul style="list-style-type: none"> <li>• Ability to manage multiple diaries effectively</li> <li>• Ability to balance short and longer term priorities</li> <li>• Evidence of being responsive to clients' varied needs</li> <li>• Evidence of ability to write letters, emails, tender documents at a high level</li> <li>• Attention to detail and service delivery</li> <li>• Commitment to excellence</li> <li>• Evidence of being an excellent communicator</li> </ul>
Marketing and business development	<ul style="list-style-type: none"> <li>• Ability to build and develop new relationships and initiate face time with clients</li> <li>• Demonstrate the ability to be creative about new ideas, not stifled by rules and traditions</li> <li>• Ability and confidence to 'work a room'</li> </ul>
Team engagement	<ul style="list-style-type: none"> <li>• Ability to work with all team colleagues and barristers effectively</li> <li>• Ability to communicate, support and guide others</li> <li>• Ability to contribute to life and projects in chambers</li> </ul>
<b>Behaviours</b>	
	<ul style="list-style-type: none"> <li>• Evidence of being a good communicator who shares knowledge</li> <li>• Evidence of being a collaborative team player who leads by example</li> <li>• Evidence of drive, determination, resilience and ability to provide practical solutions to problems</li> <li>• A commitment to personal development</li> <li>• Value fit with the Gatehouse Chambers Charter and the Staff Mission Statement</li> </ul>

## **Staff Team Mission Statement**

At Gatehouse Chambers the staff team are all committed to:

1. Identifying and meeting our clients' needs (whether they are internal or external clients) and providing standards of excellence in the service provided to all those with whom we come into contact.
2. Enabling members to realise their practice aspirations – the type and mix of work/clients, income, appointments, balance of professional and private life. Achieved by:
  - Relationship building
  - Spotting and pursuing opportunities for individual members and groups of members
  - Active handling and pro-active management of members' diaries
  - Ensuring all practice management staff understand members' aspirations and are able to put them into effect
  - Delivering excellent client care to members' clients
  - Profile-raising and identifying marketing opportunities
3. Ensuring that each member receives excellent leadership and professional support and advice in organising their professional life.
4. Sharing a commitment to learning and developing ourselves and one another.
5. Working together collaboratively with members and with each other to achieve Gatehouse Chambers' goals; understanding and respect for each other.
6. Working hard and having fun!

## **GATEHOUSE CHAMBERS CHARTER**

### **INCLUSIVE CULTURE AND PRACTICE**

#### **Our organisation**

- Recognises the role all organisations can play in challenging inequalities, and the delivery of anti-discriminatory practices for the benefit of all and in particular under-represented or disadvantaged groups and individuals.
- Commits to ensuring an inclusive, welcoming and safe place for all regardless of any individual's characteristics, identity, background and/or range of experiences including but not limited to race, gender, gender identity, sex, sexual orientation, pregnancy and maternity, age, neurodiversity, disability, religion or belief, marriage and civil partnership, socio-economic and/or educational background (whether protected under the Equality Act 2010 or not) ("all Characteristics").
- Commits to taking a lead in influencing positive change within our organisation, in our profession and more widely. In doing so, acknowledges its role as a part of the administration of justice and the provision of legal services to the public.
- Recognises the need, as proactive allies, to create and maintain an accepting environment welcoming colleagues and clients regardless of their Characteristics.
- Ensures our recruitment, selection and promotional criteria, policies and materials are designed to be explicitly inclusive and encouraging to those from under-represented and/or disadvantaged groups and to reduce the risk of bias (conscious or unconscious).
- Promotes diversity of leadership and representation throughout our organisation.
- Acknowledges the ongoing under-representation of various groups in the Bar community at all levels and the need to address recruitment, retention and progression.

#### **Our organisation pledges to promote inclusion and positive change by:**

1. Having one named member of our senior leadership team/ management committee who is accountable for each of (i) sex and gender diversity and inclusion, (ii) race and religious equality and inclusion and (iii) ensuring the freedom, dignity and



inclusion of people who are neurodiverse and/or with disabilities within and dealing with our organisation.

2. Auditing and/or considering (on an annual basis) the differential outcomes for different groups at all levels of the organisation to identify barriers to equality based on any Characteristics.
3. Developing, regularly reviewing and maintaining an inclusion and equality action plan to achieve equality and address identified barriers (including but not limited to specific objectives to address barriers related to sex and gender, race and religion, and neurodiversity or disability) and socio-economic and/or educational backgrounds at all levels of our organisation.
4. Setting and including within the inclusion and equality action plan targets for diversity in senior roles, recruitment, progression and/or remuneration.
5. Reviewing our performance against the action plan and any targets, producing a report on our progress and revising the action plan in light of any progress or lack of progress annually.
6. Committing at a senior level to tackling any features of our workplace culture that are or may be barriers to the fulfilment of this pledge. Recognising that, whilst we all come from different backgrounds with our own personal histories and have differing views, we commit to being respectful, considerate and compassionate at all times, open to being challenged and inviting constructive criticism particularly from those who are under-represented or disadvantaged.
7. Committing at a senior level to address any language or conduct within the workplace which might be regarded as subjecting a person with any Characteristic to discrimination, bullying or harassment within our organisation.
8. Asking every member of this organisation to hold themselves and each other accountable for living up to these statements and pledges.
9. Encouraging everyone in the organisation to take time to educate themselves about the experience of and barriers faced by others so that we may be better allies to each other.
10. Making public our pledge and publishing our targets, action plan and annual report on progress.
11. Making training, designed to achieve and embed a comprehensive inclusive culture and practices, available to everyone in the organisation and encouraging everyone to undertake such training.