

## **Public (Direct) Access Team Supervisor – Job Description**

**Reporting to:** Deputy Director of Clerking

### **Duties**

- Dealing all enquiries coming into Chambers via the Public Access route,
- Following up all visits, phone calls, emails and other enquires from Clients and filtering and evaluating such enquiries,
- Identifying the initial issues involved and outline to the Client the various stages of the process involved,
- Identifying the shortlist of Barristers suitable for the case,
- Liaising with Barristers and staff to assess the validity of cases and agree on next stages,
- Providing the caller with the list of available barristers and their profiles,
- Organising and arranging meetings between the Client and Barristers as required,
- Recording the enquiries on the CRM system and updating the status at various stages through to a conclusion of being accepted or rejected,
- Liaising with barristers in creation of Client Care Letter,
- Undertaking the administration aspects of the case, including the financial aspects in terms of billing and collection,
- Following the process highlighted in the DA Checklist (part of the Clerking Manual) at all times when taking queries and booking cases,
- Dealing with queries regarding potential mediation cases,
- Supervising members of the Public Access team,
- Allocating queries within the team and following up on the progress,
- Ensuring all process, as described in the Clerking Manual and DA checklist are followed properly by all team members

### **Person Specification**

#### **Essential**

- Law Degree or equivalent
- Experience within a legal organisation providing services directly to consumers,
- Experience within an organisation providing service in either law firm, charity or other NGO
- Ability to understand legal requirements and explain the process/stages to the public involved in a clear and concise way,
- Excellent written and spoken English,
- Good client skills as this is a front facing role, comfortable on the phone, ability to listen,
- Good IT skills (including Word, Excel)

#### **Desirable**

- Knowledge and understanding of rules governing this area of work for Barristers.

### **Salary, Benefits and Terms and Conditions**

- This positions attracts a salary of £30,000
- Hours: 09:30-18:00 or 9.00-17.30 Monday-Friday with one hour for lunch
- Holidays: 25 days per annum pro rata (excluding bank holidays but including three days between Christmas and New Year)
- Interest-free loan for travel card (after probation)
- Pension, including a 5% employer's contribution after six months, and income-protection schemes