

# Gregory Speller

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## GENERAL INFORMATION

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### Senior Clerk:

The Senior Clerk manages the day to day functions of the clerking team and the service they provide. The senior clerk reports directly to the Chambers Director and assists the Chambers director to help achieve his aims and objectives. Key responsibilities are:

- To deputise for the chambers director when away from the office
- Full responsibility for managing telephone enquiries and incoming workload requesting the services of Barristers
- Liaising with other clerks & court staff over listing of cases
- Responsible for the efficient and effective management of Barristers diaries, ensuring that each barrister is aware of his/her professional commitments including overseeing junior staff who check information with the courts and confirm listings to Counsel. The responsibility for this important role remains with the senior clerk.
- Full responsibility for managing concerns raised by junior members of staff, including areas of concern raised by case managers, credit control or billing staff, to ensure an appropriate resolution is found to the problem.
- Maintaining accurate records and compliance with procedures set out in the office manual
- Provide support to case managers as and when required, taking into account potential training requirements that would help develop the service being provided by the team as a whole
- Advising on suitability of Counsel, allocation of new briefs & instructions in a fair and professional manner.
- Responsible for management of enquiries from Barrister clients, including pro-active development of services to reduce working systems and communications
- Identification of new business and opportunities identified through client communications
- Ensuring that marketing strategy is encouraged throughout the clerking team
- Promotion of our Barrister clients
- Constant review of Counsel's performance, actively obtaining feedback, maintaining records of feedback for review with the Barrister at regular practice reviews
- Provide pro-active support to Barrister clients and where agreed with the Barrister, implement an improvement plan to encourage growth
- Clear understanding of the requirements of the code of conduct for the Bar, the institute of Barristers clerks guidance and the BarMark, Quality Mark good practice guidance for Chambers
- Ensuring minimal waste of resources and securing value for money
- Overall responsibility for the assessment, negotiation and agreeing of fees (after discussion with the barrister concerned where appropriate).

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