

Kylie Parkman

General Information

Team Clerk

The role of the *Team Clerk* is to assist the team with general administration, managing incoming email promptly by directing it to the relevant clerk, team or barrister. The role includes a number of key tasks that are crucial to the smooth operation and the efficiency of the company.

Specific Duties:

Barristers – being the first contact for barristers' non-diary related enquiries including printing and sending of papers and general enquiries.

Management of incoming bookings – ensuring fair distribution to the correct level of diary clerk for all new bookings. Joint management of the bookings@clerksroom.com email address with junior clerks.

Cover for Banking Clerk and Case Administrator when on holiday or away ill. (Subject to ongoing training)

Database management

Reception: 'Meet & Greet' in a welcoming manner and direct visitors accordingly.

Reception: Ensure the reception area is tidy

Telephone: Telephone answering and call handling.

Administration: To keep track of orders/deliveries and generally keeping tabs on supplies within budget. Supplying details to the book keeper regarding payments and getting quotes when required. Provide general admin support to the Clerking Team.

Feedback: Adding feedback received for barristers to online profiles.

Photocopier - Responsibility for contacting engineer when necessary.

Post: Ensure all post is ready for collection on the reception desk by 5.00pm. Crediting of franking machine, sorting extra requirements such as Special & Recorded Deliveries, and obtaining the best possible service/price.

Fax: Review and forward to the appropriate person or team

Stationery: Stationery ordering/stock control and obtaining value for money

Directory Entries and Bar Council return. With the assistance of Managing Director.

Email: Management of general incoming mail boxes, including mail that is sent to the wrong inbox. Re-allocation of emails to the relevant clerk or staff member to ensure fair allocation of work to the booking clerks.

- Email with dates for the diary to the booking clerks
- Email with papers to the Case Administrator
- Email with credit control issues to the credit control team
- Email with billing enquiries to the billing clerk
- Email with supplier invoice queries to the bookkeepers

- Email with payment queries to the payments clerk
- Email related to the company to Managing Director

Suppliers:

Review and manage relationships with suppliers of air conditioning, lift, intruder alarm, fire alarm, entry system and building maintenance.

Personal:

Kylie loves the outdoors, travel and music, particularly live music. She also likes nothing more than a good catch up with friends and family, especially if it involves food or a night out.

Email: mediation@clerksroom.com

Clerksroom, Equity House, Blackbrook Park Avenue, Taunton TA1 2PX