

Oriel Chambers

Job Description: Chambers Director

Purpose of the Post

The Chambers Director is responsible for leading Chambers' strategic approach in relation to business development, marketing, and the building and preservation of Chambers' profile. The Chambers Director leads and manages the staff team to deliver high performance and continuous improvement in line with Chambers' objectives and values. The post-holder has decision-making responsibility, within the terms of the strategic resolutions taken by the Management Committee or at a General Meeting (including any Extraordinary General Meeting), for all aspects of Chambers' activity other than the provision of legal services by its Members.

Reporting Relationships

The Chambers Director reports to the Head of Chambers.

Key Responsibilities

Strategy, Business Development and Marketing

1. Prepare and implement a strategic plan for the development of Chambers in conjunction with the Head of Chambers and the Management committee.
2. Oversee the development and delivery of an effective fee generation strategy, which raises both the profile and fee income of Chambers.
3. Lead the staff team in defining and implementing the strategic plan for Chambers.
4. Keep under review, with input from staff and barristers, the profile of Chambers and maintain and promote that brand.
5. Oversee and manage the implementation of strategic decisions which could impact on the efficient running of Chambers including new premises, major refurbishment, IT

services, and disaster recovery.

6. Oversee (in conjunction with the Marketing Committee) the delivery of a marketing strategy designed to generate new instructions, foster client relationships, improve client retention and ensure Chambers strengthens its market position.
7. Provide barristers with assistance in making applications for QC or judicial appointment.
8. Lead, or support where appropriate, the exploration of strategic moves that Chambers may make, including the expansion into new markets, to increase its overall long-term income and brand profile.

Chambers' Governance

9. Advise and assist the Head of Chambers and Management Committee on all strategic matters and issues of relevance to the ongoing success of Chambers.
10. Report to and sit *ex officio* on Chambers' committees and oversee the ability of committees to facilitate effective decision-making by ensuring that meetings are properly prepared, and the heads of committees and committee members have accurate, relevant and proportionate information and recommendations.
11. Take the decisions required, within the remit of the strategic resolutions taken by the Management Committee or any General Meeting or Extraordinary General Meeting, for all aspects of Chambers' activity other than the provision of legal services by its Members.
12. Prepare the agenda for Chambers meetings, in liaison with the heads of committees where necessary.
13. Draft, or delegate the preparation of, new policies as required and ensure that existing policies are regularly reviewed and amended as necessary.
14. Inform the Management Committee of financial and developmental performance against agreed objectives in the strategic plan.
15. Ensure that appropriate structures and procedures are in place to support barristers in the management and review of their practices, the collection of their fees, the development of their work areas, and their sense of wellbeing.

16. Ensure that issues of equality and diversity, fair allocation of work, investment in training and complaints are monitored and reported, and that any remedial action required is implemented.
17. Deal with difficult and/or sensitive matters that have been referred by barristers and senior staff.

Leadership and Management of Staff

18. Ensure that Chambers has the necessary staff resources and skills to run the organisation effectively.
19. Lead, manage and develop the staff team and assist that team to perform to the best of their ability.
20. Deliver a HR strategy and a supporting framework of policies and procedures for the effective support, wellbeing, and management of all staff.
21. Make recommendations to the Head of Chambers and Management Committee regarding staffing requirements and salary reviews on an annual basis or as required.
22. Act as a coach and trainer to members of staff as appropriate.

Financial

23. Develop and deliver a sound financial strategy, to include providing relevant financial data to the Head of Chambers and any Chambers Committees, as required.
24. Oversee the development of an annual budget to manage the financial health of Chambers.
25. Formulate and oversee growth targets, and the sales and marketing activities that will support those targets, for setting and implementing a clear Chambers' pricing and fee income strategy.
26. Oversee the updating and implementation of an aged debt strategy.

Legal and Compliance

27. Check and sign contracts of importance on behalf of Chambers in line with agreed

objectives.

28. In liaison with the Head of Chambers and Management Committee, represent Chambers in negotiations as appropriate, including in selecting solicitors, consultants, accountants and other professional service advisers that can assist in such negotiations.
29. Supervise the compliance function of Chambers and ensure that Chambers remains in compliance with all applicable law and regulations (including but not limited to all applicable insurance, health and safety and data protection laws and regulations) and with all requirements of the Bar Council and Bar Standards Board.
30. Ensure compliance with relevant quality standards and quality marks, manage reaccreditation of those standards, and oversee the ongoing development of the Chambers' quality management system.
31. Manage Chambers' response to the Bar Standards Board supervision process.
32. Take responsibility for dealing with complaints in accordance with established procedures.

Representation

33. Represent Chambers and ensure that Oriel Chambers continues to be seen as one of the leading regional sets at the Bar.
34. Develop relations that serve the long-term strategy of Chambers, including cultivating connections with instructing solicitors, professionals in related areas of practice, charity and community organisations connected to Chambers' work, and others.
35. Speak on behalf of Chambers where necessary to media and other public bodies.

Skills and Behaviours

1. Team leadership: has the ability to create and communicate a clear vision in order to create a motivated team and foster an environment where groups and individuals can perform to the highest level.
2. Customer focused: builds and manages client relationships and exceeds client expectations by assessing client need and ensuring delivery of client requirements.

3. Business aware: demonstrates a clear understanding of the current and developing legal market especially in the post-COVID environment, including awareness of all opportunities and threats to new and existing business/fee income. Seeks, evaluates and uses information from a wide variety of internal and external sources in order to develop the business and improve performance.
4. Results orientated: evaluates situations, identifies existing challenges and future opportunities for growth, sets goals, plans, delivers and measures outcomes. Has the will, ambition and tenacity to make things happen and therefore deliver outstanding business performance.
5. Team worker: builds personal networks, recognises the value of other team members in enhancing overall performance and encourages and enables contributions from all other team members.
6. Good communicator: communicates in a clear and concise manner and ensures that messages have been received and understood.
7. Interpersonal skills: highly developed emotional intelligence including the ability to resolve sensitive disputes.
8. Knowledge including technological familiarity: has sound grasp of the developing use of technology, social media, other platforms, and its impact on the legal market. Makes use of the knowledge and experience of other team members and colleagues in order to improve business performance.
9. Personal development: manages personal and professional development, seeks opportunities for further development and skill enhancement, and solicits constructive feedback in order to improve performance.

General Background and Experience

1. Senior manager with proven track record in both financial and commercial management gained ideally within a set of barristers' chambers, law firm or similar professional services environment, to include knowledge of Lex and Sage or the ability to acquire the same.

2. An individual who is comfortable operating at a senior level with highly developed strategic thinking, planning and influencing skills, as well as good interpersonal skills.
3. Strong team player and manager.
4. An understanding of, and commitment to, equality and diversity in the workplace.

Terms and Conditions

1. Full-time permanent position with six months' probationary period.
2. Salary commensurate with experience.
3. 30 days holiday per annum.
4. Six months' notice period.
5. Training and development.