



Practice Manager

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Practice Manager

SALARY RANGE: £38,000 - £45,000 per annum

RESPONSIBLE TO: CEO/Senior Supervising Solicitor

MAIN PURPOSE OF POST

To manage and hold responsibility for the office management, legal administrative and financial administrative work that is required in the everyday practice of running the charity. Working alongside the CEO/Senior Supervising Solicitor in ensuring the ongoing operational effectiveness of the charity's work. This includes supporting the strategic and general management of the charity including administrative work arising from advising and representing children and young people in relation to their complex British citizenship claims and applications.

Duties and Responsibilities as Practice Manager

Legal Casework Responsibilities

1. Responsible for managing enquiries and new referrals, including arranging appointments with a client base that includes vulnerable children and adults
2. Responsible for administrative and management of new cases, following client casework procedures and ensuring all Legal Aid Agency (LAA) monitoring information and other relevant information on cases is recorded promptly and accurately
3. Responsible for managing and maintaining accurate time-recording, prompt billing and costing of relevant case files
4. Responsible for organisation and maintenance of archive of electronic case files

Finance Responsibilities

5. To organise and oversee LAA audits and any statutory reporting requirements
6. To manage day to day bookkeeping duties
7. To maintain up to date financial records, including invoices and ledgers
8. To support the CEO/Senior Supervising Solicitor with the delivery of regular reporting to grant funders, regulatory bodies etc
9. To draft and update financial ledgers of disbursements, client account and office accounts

10. To organize and maintain financial and regulatory documents including the archiving of these
11. To carry out the billing and claiming of files
12. To update case management system
13. To assist with LAA audits and funding applications
14. To keep records, both casework and non-casework
15. To maintain SQM, LAA, IAA and other records
16. To hold responsibility for the administering of PRCBC's income and expenses and to oversee the preparation and monitoring of periodic budgets

Supporting Volunteers, Interns and Consultants

17. To support in the recruitment, training and management of a Legal Administration Intern
18. To oversee the recruitment process for new volunteers and consultants
19. To provide induction and ongoing support to volunteers and consultants
20. To be responsible for the effective operational administration of PRCBC's monthly Saturday pro bono casework

General Duties

21. To oversee day-to-day management of the office, including, maintaining and developing office procedures, and managing external contract relationships
22. To manage incoming and outgoing legal and other general post in line with PRCBC office procedure
23. To photocopy and scan correspondence, documents, court bundles and other documents as required, or to delegate accordingly where applicable
24. To oversee and update PRCBC's case management system and comply with other procedures as required by regulatory bodies and PRCBC
25. To comply with all relevant data protection legislation including collecting relevant consents and permissions
26. To maintain and update subscriptions and other professional annual memberships/renewals, for example, IAA, formerly OISC, registration
27. To adhere in full to PRCBC's policies and procedures
28. To undertake any other duties as may be reasonably required by the CEO/Senior Supervising Solicitor
29. To be responsible for simple IT troubleshooting and oversee PRCBC dealings with IT company

Professional Development

30. To keep up to date with regulatory changes including financial policy and procedures and attend relevant training as agreed with the CEO/Senior Supervising Solicitor
31. To receive regular supervision and support on all aspects of PRCBC work from the CEO/Senior Supervising Solicitor
32. To discuss regularly with CEO/Senior Supervising Solicitor job performance and personal career development and participate in annual appraisal

Performance Standards and Compliance

33. To support and ensure a very high standard of service is provided to PRCBC's clientele and third parties
34. To support PRCBC's work and procedures and to perform them competently and reliably
35. To deal with all enquiries politely, tactfully, promptly and efficiently
36. To comply with and implement PRCBC's office manual and policies including PRCBC's Equality and Diversity Policy, and Safeguarding and Child Protection Policy and Procedures
37. To comply with the developing work and policies of PRCBC and the main aims of the role
38. To act in an ethical manner that upholds the good reputation of PRCBC

PERSON SPECIFICATION

Essential Criteria

The successful applicant will have the following qualifications, skills, abilities and experience.

Skills

1. Excellent organisational skills, including maintaining electronic filing systems, with a meticulous attention to detail in all areas of work.
2. Strong written and oral communication skills, with the ability to liaise with internal and external stakeholders, including working with vulnerable young people and adults.
3. Excellent IT skills, including working with case management software, as well as proficiency in using other IT applications, such as Microsoft Office (Outlook, Excel), Adobe Acrobat, Zoom.
4. Excellent organisational and time management skills, including ability to work under pressure and to tight deadlines without compromising standards.
5. Confidence in completing costing forms, time recording, petty cash, and billing
6. Competence in managing office supplies, equipment, and resources, ensuring smooth office operations.
7. Experience in handling financial administration tasks such as budgeting, invoicing, processing payments, and managing petty cash.
8. Ability to maintain and manage confidential client records and databases in compliance with legal and data protection requirements.

Abilities

9. Ability to work on own initiative, manage a busy workload, meet deadlines, and manage priorities
10. At all times to use reasonable care, skill, and diligence
11. Ability to use initiative, be flexible and prioritise between competing tasks
12. Ability and willingness to work one Saturday a month as required and outside usual office hours as necessary
13. Ability to work under pressure and to tight deadlines, adapting to changing priorities as befits the needs of the organisation and its clientele

14. Ability to build good working relationships e.g., with colleagues, referral agencies, third parties and volunteers
15. Ability to work on one's own for long periods as well as to work cooperatively and collaboratively as part of a small team, forming effective working relationships with others
16. Strong problem-solving abilities with a proactive approach to identifying and resolving operational and administrative issues.

Experience

17. Minimum 3 years' finance and administration experience, preferably in a management capacity
18. Demonstrable experience working within a charity or non-profit or comparable environment, particularly in administrative or operational support roles, preferably in a management role
19. Commitment to social justice and to support working in the field of children's rights
20. Commitment to a high quality of client care and ability to work in a respectful and compassionate way with colleagues, clients from a wide range of cultural, ethnic, and educational backgrounds and with a range of different needs

Desirable Criteria

21. Experience with bookkeeping packages
22. Experience of using legal case management systems
23. Knowledge of confidentiality, data protection laws, and compliance regulations, especially in relation to legal work for children and young people.
24. A strong commitment to safeguarding children and young people, with an understanding of the importance of safeguarding policies and procedures.

Conditions of Employment - Main Terms

The post-holder will be based at PRCBC's office in Hammersmith, London.

This is a full-time post at 5 days per week, with an option for 4 days per week (pro rata) for the right candidate. Full-time working hours are 35 hours a week with one hour (unpaid) for lunch. Core hours are between 9:00am-5:30pm

There may be an opportunity to work from home once a week after completion of probationary period. The postholder would need to be available for one Saturday per month.

Holiday entitlement will be 28 days a year, plus public holidays (pro rata if 4 days per week).

All appointments are subject to a 6-month probationary period.

The postholder will be required to undergo periodic Enhanced Disclosure and Barring Service (DBS) checks.

The postholder must have the right to work in the UK.

Level of Responsibility: the post-holder will report to and be accountable to PRCBC's CEO/Senior Supervising Solicitor.