

## **JOB DESCRIPTION / SPECIFICATION**

<b>JOB TITLE:</b>	Practice Manager
<b>AREAS OF RESPONSIBILITY:</b>	Compliance, Office / Facilities, H&S, IT
<b>DEPARTMENT:</b>	Business Services
<b>LOCATION:</b>	Hertford / Ware / Loughton
<b>REPORTING TO:</b>	Managing Partner

### **MAIN AREAS OF RESPONSIBILITY**

#### **Compliance**

- Ensure compliance with the Law Society and the SRA regulations and rules of professional code of conduct
- Assisting with the LEXCEL accreditation and other quality marks e.g. CQS
- Work with the Managing Partner, COLP, COFA and MLRO ensuring the firm's regulatory compliance
- Effectively communicate compliance requirements to all staff
- Plan, Schedule and undertake documented file review procedures throughout the firm
- Report reviews and trends to assist the firm to manage/reduce risk and improve procedures
- Ensure familiarity with, manage, maintain, and update as necessary the firms Office Manual
- Manage and implement Risk and Quality training programs to ensure compliance with all regulatory and legislative compliance
- Identifying areas of risk within the firm and propose solutions to manage that risk within the commercial and practical constraints of a law firm
- Ad-hoc projects that will improve procedures e.g., Implementation of compliance hub

#### **General Office / Facilities Management**

- Ensuring the smooth running of the operational side of the business
- Responsible for the fabric of the buildings, ensuring routine and emergency maintenance of buildings
- Liaise with landlords/ agents at all offices where required
- Manage repairs / replacement of equipment
- Sourcing of additional office furniture where required
- Manage any office moves
- Negotiate and manage office insurance contracts
- Manage cleaning contracts
- Space Management
- Manage copier contracts and evaluate/ negotiate terms for any required replacements
- Starters / Leavers – manage furniture requirements, control of keys, alarm codes and car park access
- Implement and manage 'Green Initiatives' within all offices
- Archive Management
- Manage security shredding in all offices
- Monitor electricity usage and make metering reports as required
- Manage the Reception Team across all three offices ensuring all absence are covered.
- Work with the MP to implement and manage our 'Client Club'
- Work with the Partners and HoDs to assist with achieving the firm's strategic plans
- Develop an in-depth knowledge of the firm and its teams and contribute to marketing and other business development activities, including attending events and networking groups

## **Health and Safety**

- Overall responsibility for Health and Safety including Fire Safety at all offices ensuring proactive compliance with all relevant legislation
- Risk assessments, including general office risk assessments, workstation risk assessments, fire risk etc
- Ensure the firm has the requisite number of trained First Aiders and Fire Marshalls
- Action on accident reports or reports of perceived risks
- H&S Induction and training for all staff, new and existing

## **IT**

- Assist with the Management of outsourced IT suppliers
- Maintain internal IT asset inventory
- Assist with ad-hoc IT issues
- Liaise with Partners, staff and 3<sup>rd</sup> parties on any IT requirements and issues
- Identify and arrange general IT training as required

## **SKILLS & ABILITIES**

- Experience of practice management within a legal firm
- Enthusiastic and able to work with others and to gain their confidence and co-operation.
- Ability to work independently, using own initiative to produce the results required within an agreed time frame
- Self-motivated
- Experience and solid understanding of Law firm regulatory compliance
- Familiar with the requirements of accreditations such as LEXCEL, CQS
- A good understanding of the SRAs Accounts Rules
- Excellent IT skills generally
- A solid understanding of H&S requirements
- Experience of Managing 3<sup>rd</sup> party suppliers and contracts
- Ability to manage and prioritise a demanding workload within a team environment.
- Discretion, good judgement, and the ability to handle sensitive issues skilfully and confidentially where necessary
- A confident networker, effective at spotting and capitalising on opportunities for business development; and at building and maintaining relationships
- Excellent communication and negotiation skills, both verbal and written; and excellent numeracy skills.

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To apply for the above vacancy, please email your CV with covering letter detailing salary expectations to: [catherine.dean@attwaters.co.uk](mailto:catherine.dean@attwaters.co.uk)