



Saxton Bampfylde

# Appointment brief Appointment of Senior Clerk

February 2024

Reference: FBMRA

# An introduction

Crown Office Chambers was formed in 2000, when 2 Crown Office Row and 1 Paper Buildings merged to become Crown Office Chambers. At the same time, we formed our service company, Crown Office Chambers Ltd. to handle the business functions of the merged set.

Today Chambers occupies all of No.2 Crown Office Row, which has undergone significant modernisation and refurbishment over the last five years to provide an attractive, up-to-date and fully equipped hub for members, clients and the employee team.

We also occupy three floors of nearby No.2 Paper Buildings and the two buildings provide a base for the chambers community. The vast majority of members keep a room or shared room in Chambers. Chambers has always had around a dozen members who are “hot deskers” due to personal location (Manchester, Newcastle, Cardiff etc) and a handful of active door tenants and associate members currently from as far afield as Scotland and Canada.

Crown Office Chambers is a large set of just over 100 members, including 27 Silks. According to the Bar Council, that puts us in the top 6% of chambers by size in England and Wales. We recruit mainly through pupillage, taking up to three pupils each year, on the basis that they will be offered tenancy if they meet our tenancy criteria on completion. We have an excellent track record of retaining successful pupils as tenants following pupillage. During pupillage they gain experience in most if not all our main practice areas and as new tenants can choose where they will concentrate and specialise over time. We are always open to high calibre lateral hires and half a dozen outstanding barristers and rising stars have joined chambers in the last five years, in a variety of practice areas.

Since 2022 Chambers has been led by Joint Heads of Chambers Andrew Rigney KC and Alexander Antelme KC. We are governed by our Constitution and an elected Executive Committee (EC) of 11 members of a variety of calls and practices. The Treasurer and Secretary are barrister Officers of the Committee. The Senior Clerk and COO also sit on the EC and produce much of the management information for its work. Other standing committees of Chambers are Pupillage, ED&I and Marketing and there are designated Barrister Leads for IT and Information Services.

Chambers is organised around four principal practice areas. Each practice group is structured with a Barrister Leader and committee and runs itself on a day-to-day basis supported by a dedicated Senior Team Clerk. Each practice group has equal representation in chambers and all are broadly equal contributors to Chambers' success. We are a diverse civil and commercial set, which requires our Senior Clerk to have knowledge and understanding of four distinct practice areas, their distinctive characteristics and operating parameters. Equally important are the areas of crossover or alignment, including shared clients and cases in which members of chambers may represent several different interests and parties concurrently.



## The four principal practice areas are:

- Personal Injury/Clinical Negligence (including Industrial Disease)
- Insurance & Reinsurance, incorporating Professional Negligence
- Construction, Engineering & Commercial, (includes Energy and Natural Resources)
- Health and Safety, Criminal Regulatory and Environmental

Chambers enjoys an historic and current reputation as an Insurance set but we are now recognised as a leading set in all four of our practice areas and currently as the outstanding set in Health and Safety and Regulatory law. Chambers is unusual in being equally strong in commercial and civil work. We are also known as a defendant set but that proud tradition does not preclude interesting and complex claimant work in any area. Other complementary areas of expertise include:

ADR

Inquests & Public Inquiries

International Arbitration

Product Liability

Property Damage

Sports Law

Chambers' client base is predominantly medium and large solicitor firms, (including Magic Circle) in each practice area. We are also retained directly by large insurers, major commercial companies and conglomerates in the UK and internationally and a very small number of high value public access clients, mainly in the commercial sphere. Our website has details of prominent cases undertaken by members and of course we are recognised and ranked as a set and individually in the two legal Directories, Chambers and Partners and the Legal 500.

Chambers has a total of 32 staff, of which 20 are frontline clerks, four are the Fees team and nine are people in business support, practice support and administration. The Clerking team is led by the Senior Clerk and the business management and support functions by the Chief Operating Officer, who also has line management responsibility for the Fees team.

The clerks work in teams organised around the four main practice areas. Currently, each team is led by a Senior Team Clerk (STC), supported by Team Clerks with a variety of clerking and sector experience. Three junior clerks support all teams with activities ranging from fixings to court runs.



Chambers' business operations began a programme of transformation and upgrading five years ago on the appointment of a Chief Operating Officer. Chambers' accommodation, IT infrastructure and data management, client service support and regulatory management have all undergone major change and modernisation in keeping with our intent to provide the highest quality service and services to our clients and to our members. As part of that Chambers moved to the LEX Diary and database in 2022. We were one of the first chambers to establish (in 2020), a dedicated digital document management and reprographics function, staffed by document specialists from major law firms and reflecting the increasing data involved in most cases and the increasing digitisation of working amongst clients, members and by the courts.



## Chambers' culture: Life in Crown Office Chambers

One of the longstanding fixtures of Chambers' social life is Slater's Bar, open fortnightly on a Thursday or Friday evening. Traditionally run by members, Slater's themed nights range from Burgundy and Bordeaux to A Taste Of a variety of gourmet and exotic cuisines. Slater's also orchestrates landmark celebrations such as staff long service and introductory drinks for new pupils and members.

Slater's is based in our Clubroom, also equipped for day to day use with the best coffee and best view in chambers and the venue for regular chambers lunches open to all.

Chambers continues to improve its environmental footprint, from providing in-house secure bike parking and showers, to eliminating 99% of single use plastics from operations and using contractors with accredited green practices and carbon offset programmes.

Chambers supports two charities with donations and supporting activities. The charities change in rotation every two years, chosen from those proposed by members and staff by a popular vote.

# The role

## PURPOSE OF POST

The Senior Clerk is responsible for the sourcing and generation of work for Barrister members and the administration of the provision of specialist legal services by members of Chambers. The Senior Clerk leads and directs the Clerking team in Chambers, leads and oversees the operation and development of all Chambers' practice areas and manages Chambers' Marketing function.

## KEY REPORTS

**Reports to:** Head(s) of Chambers  
Executive Committee

**Line/Direct Manager:** Head(s) of Chambers

**Co-Senior Executive:** Chief Operating Officer

**Immediate reports:** Senior Team Clerks managing Chambers' four principal practice teams

**Direct Support:** Administrative Clerk (shared with Fees, pupillage and admin)

## PRINCIPAL RESPONSIBILITIES

### Leadership and management

- Foster a culture of excellence, behaviour, collaboration and mutual achievement leading to mutual respect across the clerking team and members.
- Maintain and raise the already high standards of clerking which underpin our reputation for the provision of outstanding client service. Ensure consistent quality across all aspects of clerking activity from ethics to administration, communications to problem-solving.
- Oversight of all Practice Group Clerking, working individually and collectively with Practice Group STCs to set targets, shape direction, manage growth (including major clients by value, volume or sector importance).
- Manage, guide and develop STCs and others with area or sector leadership. As necessary, manage potential conflicts.
- Lead negotiation of all major client contracts, frameworks, panel memberships.
- Management and resolution of serious client issues and complaints.

- Direct clerking of specialist practice areas and new and developing practice areas whilst in the development phase.
- Direct clerking of any member of Chambers as appropriate.
- Collaborative direct clerking with STCs and others for training and development purposes.
- Leadership and oversight of practice development for all members working with STCs to implement and maintain a practice development programme, including performance metrics at individual, group and Chambers level.
- Oversight of and continuous improvement of clerking administration, ensuring STCs are managing and developing effective administration within their teams. This will have a focus on case records, contract administration, billing and data management, performance appraisals, report production and analysis.
- Management and support of marketing function activities and performance, including oversight of key chambers-wide marketing initiatives and developments.
- Maintain an up to date understanding of the technology integral to our business and its uses, particularly the LEX diary and database, data storage, data protection policies, processes and security measures applying to staff and members and protection and security of client data.

(Case Billing is done by our Clerks. Our Fees Team providing credit control/fees chasing, ongoing billing management and technical support is a business support function managed by the COO.)



## Business Development

- Lead business development for Chambers as a whole, its existing separate practice areas, practice groups and individual members.
- Drive Chambers' business strategy. Working with Chambers' leadership, practice groups and individual members produce and implement business plans to grow and develop.
- Bring new initiatives and market opportunities to chambers.
- Foster and develop long term relationships with clients, ensuring continuity of service, breadth of engagement and "trusted partner" status.
- Lead client care across all sectors and clients, being visible and accessible to clients, empowering and supporting STCs.

## Management Analyst

- Provision and presentation of management information to support Chambers' business and decision making, including market analysis, group and practice group performance, financial performance, forecasting, risk analysis.
- Competent use of data and analysis to support Chambers' Executive Committee and practice groups in business and practice group development, strategy, planning and forecasting.
- Oversight of all client-specific management data and reporting requests.

## Regulatory and Compliance

- Ensure Clerking compliance with statutory, regulatory and professional regulatory requirements as pertaining to Chambers, Chambers' clients, practices, individual members and pupils.
- Work with the COO on BSB and other regulatory initiatives, client compliance requirements, sanctions etc.



# Person specification

The successful candidate will be a dynamic and highly effective leader and relationship builder, capable of winning trust, and will bring:

- Experience as a Senior or Deputy Senior Clerk, with expertise in at least one of Chambers' core practice areas
- Strong people management abilities
- Well-honed diplomatic skills
- Exceptional organisational and communications skills
- Meticulous attention to detail
- The ability to work under pressure
- Effective marketing knowledge and capabilities
- An engaging and personable style
- Utmost integrity





# Terms of appointment

The salary will be competitive, reflecting the seniority of the role and skills and experience of the successful candidate.

## How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Crown Office Chambers on this appointment.

Candidates should apply for this role with a CV and personal statement sent to [florrie.dobell@saxbam.com](mailto:florrie.dobell@saxbam.com). If you would like to discuss the role in more detail, please contact Florrie on 020716 78308.

The closing date for applications is noon on **Monday 11<sup>th</sup> March 2024**.

# Saxton Bampfylde

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