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| **Job title** | Senior Billing Administrator |
| **Location** | Leeds or Newcastle |

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| **Main purpose of job** |
| To have the overall responsibility of the Legal Aid billing process.To deal with the associated administration and assisting with the collection of outstanding Family fees.To support the Practice Administrators and Billing Administrator with the Legal Aid Billing. To update and review the Billing process in line with changes to the Legislation from the Legal Aid and regulatory bodies.To provide a Gold Standard Service for the Barristers and Parklane Plowden Chambers.To engage with Barristers, Solicitors and Legal Aid to provide timely billing and the collection of fees.  |

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| **Key tasks** |
| This task list reflects the general duties of a Senior Billing Administrator within Chambers and will vary in complexity and extent based on the post holders experience, knowledge, and ability.**Billing*** Managing Family and Civil Legal Aid fee process.
* Billing FAS paperwork according to relevant barristers’ fees and fee agreement in place.
* Billing COP work according to relevant barristers’ fees and fee agreement in place.
* Billing Hourly rate (FAS) work according to relevant barristers’ fees and fee agreement in place.
* Billing of Family Graduated Fees (FGF). Compare FAS to FGF, share with Counsel best option to bill.
* Processing Civil Legal Aid fees.
* Billing for Local Authority work according to different bands of barristers and different rates for each Local Authority.
* Billing for Private/Pre-agreed Hourly rates fees according to relevant barristers’ fees and fee arrangements in place.
* Billing VHCC which includes collation of case plans and regular contact with the client’s solicitors.

**General Duties*** Maintain accurate and up-to-date case information, including deadlines, court appearances, and key documents.
* Providing information to Barristers for decision to be made as to which is the most effective billing method.
* Appealing assessments and incorrect decisions.
* Manage and share reporting on aged debt and unbilled work.
* Submissions of Claims using the CCMS online billing system.
* Deal with rejected claims and queries.
* Maintain a good filing system on Lex (Legal case management system) of all paperwork,

and information provided from external parties.* Manage the Family Billing Inbox daily.
* Manage your own Personal Inbox.
* Training to Junior staff and Clerks.

**General Administration*** Reconciliation of Provider Statement of Account (PSOAs).
* Upkeep of Billing Tracker.
* Managing daily post.
* Management of allocations.
* Assisting the team in absences - answering telephones, supporting the cash process etc
* Take incoming telephone calls and distribute calls accordingly.

**Relationships*** Provide updates on case progress and liaise with barristers, internal customers regarding any delays or changes.
* Build and maintain strong relationships with solicitors, fostering long-term collaboration.
* Sharing of information to barristers by email, meetings or via your Senior Billing Clerk.
* Contribute to the weekly Team meetings by providing updates with regards to priorities of the week.
* Provide Senior Practice Director and Line Manager appraised with any issues and updates on development of cases when appropriate.
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| **Key skills / Knowledge** |
| **Skills & Experience*** Excellent communication and interpersonal skills, with the ability to build strong. relationships with solicitors and barristers.
* Strong organisational skills with a meticulous attention to detail.
* Proficient in MS Office Suite and legal case management software.
* Knowledge of Court, LAA or other Fee Schemes and Billing.
* Experience of working in the Legal or similar professional services sector.
* Ability to negotiate.
* Ability to work independently and manage multiple tasks effectively under pressure.
* A flexible/adaptable attitude. Able to cope with changing priorities and willing to help others.
* Ability to prioritise and to work to deadlines.
* Organisational and planning ability, to manage several cases at different stages concurrently.
* A proficient level of numeracy and ability to understand fee systems and changes and explain these to others.
* A good telephone manner and strong written communication skills.
* Polite, approachable, and confident manner.
* The ability to consult effectively with colleagues, barristers, and clients with a professional manner.
* Self-motivated and able to work on own initiative.
* Strong team working skills.
* The ability to absorb a lot of information.

**Key Objectives*** Complex billing is done accurately and within the appropriate deadlines.
* Barrister’s aged debt is decreased as per Team targets.
* Billing completed within the appropriate deadlines.

**Behaviours*** An awareness of appropriate language and etiquette in a professional service organisation.
* Attention to detail and accuracy.
* Initiative, integrity, and self-motivation.
* Discrete and able to maintain confidence.
* Assertive when needed but in a respectful manner.
* Open minded to innovative ideas and ways of working.
* Empathetic and understanding to the needs and circumstances of others.
* Proactive and responsive to immediate changes.
* Self-aware and understanding of own limitations.
* Willingness to learn and seek advice from others.
* Considerate and logical when making judgements and decisions.
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| **Reporting to:** | Finance/Credit Control Manager |