

# KINGSLEY NAPLEY

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## Job Description

<b>Title:</b>	Practice Support Manager (PSM)
<b>Hours:</b>	9.30am to 5.30pm, and as required, flexible applications considered
<b>Working week:</b>	Monday – Friday
<b>Responsible to:</b>	Head of Practice Support
<b>Department:</b>	Practice Support
<b>Direct reports:</b>	25 – 30 Practice Executives, Practice Assistants, Practice Administrative Assistants across 6 Practice Support Groups
<b>Purpose of job:</b>	In conjunction with the Head of Practice Support, the Practice Support Manager will help to ensure that all Partners and Fee Earners receive exceptional, efficient and consistent support from the Practice Support Team. The Practice Support Manager will work in close liaison with key stakeholders and other business services teams to align support needs to the firm's strategic objectives, continually evolving processes and support in line with client and business needs.

### Specific Duties:

- Responsible for the overall practice support service delivered to their Practice Support Group(s), acting as the escalation point for any issues relating to practice support
- Line-management responsibilities for PEs, PAs and PAAs, supporting team members to ensure that they understand the expectations of their roles and how their roles contribute to the success of the firm
- Responsibility for the 6-monthly check-in process for their direct reports, in line with the firm's policy. Ensuring feedback has been gathered in relation to performance, supporting with career development, managing expectations and challenging views where needed
- Upskilling PEs, PAs and PAAs by identifying skills gaps and training requirements; implementing training and actively mentoring team members
- Workflow coordination across Practice Support – ensuring that the right tasks are being delegated appropriately and completed by the right roles. Reviewing processes, with a view to streamlining and making efficiencies to all practice area non-chargeable administrative tasks
- Reviewing support allocations and practice support capacity, making changes as necessary
- All elements of recruitment, including ensuring job descriptions are regularly reviewed and updated. Onboarding new members to the team, ensuring inductions and training are put in place and effectively monitoring probationary periods.
- Contributing to salary review and bonus discussions, budget planning, assessing resourcing needs and drafting business proposals as required with support from the Head of Practice Support
- Working closely with PALs and People Partners to provide necessary updates and garner and share feedback
- Working closely with the Head of Practice Support and Finance Partners ensuring that fee earners are receiving support in all areas of financial discipline
- Responsibility for ensuring PEs, PAs and PAAs support fee earners with practice compliance for all People & Culture, Risk and Professional Standards policies and training
- Working closely with C&LO and Innovation teams to build an understanding of new technology and assist with the roll out of updates and new equipment/software where PA support is required, alongside the Pes

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- Participating in / taking the lead on ad hoc project work in conjunction with the Head of Practice Support
- Liaising closely with business services teams across the firm to align support needs, to include: BD & Marketing, Finance, People & Culture, IT, Legal & Commercial Operations, Business Acceptance Team, Office Services & Building Wellness Team, Innovation

Every effort has been made to ensure that this is a full description of the tasks and responsibilities of this role. However, it is not an exhaustive list. The job description may be changed or developed at any time to reflect changes as required. However, changes will not be made without full consultation with the postholder.

Kingsley Napley are committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment regardless of race, age, disability, gender identity, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religion.

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## Person Specification

Job Title: Practice Support Manager

	<b><u>Essential</u></b>
<b>Education/ Qualification:</b>	<ul style="list-style-type: none"><li>• Educated to GCSE standard or equivalent, including English and Maths grades A-C (or equivalent)</li></ul>
<b>Knowledge and Technical Ability</b>	<ul style="list-style-type: none"><li>• Experience of working within a very busy, deadline driven, environment</li><li>• Experience of line-management across multiple practice areas within a professional service, but ideally, legal environment</li><li>• Strong leadership and people management skills</li><li>• Strong analytical and problem-solving skills</li><li>• Ability to work independently, take initiative, set priorities and see projects through to completion on time and to budget</li><li>• Knowledge of Mattersphere, iManage, Aderant, Bighand, CRM</li><li>• Advanced knowledge of Outlook, Word, Excel and PowerPoint and any other core systems implemented by the firm</li><li>• Excellent written and oral communication skills, including grammar, spelling and punctuation</li><li>• Develops own knowledge and skills to meet the demands of the role</li><li>• Ability to remain calm under pressure and in demanding situations</li></ul>
<b>Client Care</b>	<ul style="list-style-type: none"><li>• Ability to establish and maintain effective working relationships across the firm</li><li>• Ability to establish effective working relationships with clients, external suppliers and the firm overall</li><li>• Strong organisational skills and ability to prioritise</li><li>• A reputation for excellent client service</li></ul>
<b>Firm wide Skills</b>	<ul style="list-style-type: none"><li>• Promote the sharing of best practice and knowledge across the firm</li><li>• Understand the importance of client confidentiality, information security and data protection and act accordingly</li><li>• Commitment to Continuous Improvement practices</li><li>• Demonstrates strong commercial awareness</li></ul>
<b>Attributes</b>	<ul style="list-style-type: none"><li>• Demonstrates behaviour in keeping with the firm's core values of Teamwork, Respect, Integrity, Fairness, Understanding and Commitment</li><li>• Shows a positive and proactive "can do" attitude</li><li>• Enthusiastic and cooperative team-based approach and willing to help others and promote positive team relations</li><li>• Reliable, with excellent timekeeping</li><li>• Self-motivated, committed to the Firm and to personal growth</li><li>• The ability to motivate, develop and inspire to deliver on business goals</li></ul>

All applicants who are offered permanent or long term employment, or partnership, will be subject to a criminal record check by the Disclosure and Barring Service (DBS) before the appointment is confirmed. Because Kingsley Napley LLP meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, a 'basic disclosure' will be sought. This will reveal 'unspent' convictions. A criminal record is not necessarily a bar to employment or partnership; each matter will be considered on its own circumstances and merits.