Job Description - Manager of Professional Fees

(778) Manager of Professional Fees

Chambers: Cornwall Street Chambers
Role Title: Manager of Professional Fees / similar title
Reporting to: Chief Executive
Responsible for: The collection, processing, and maintenance of all fees-related matters (with the team)
Key Relationships: Chief Executive, Clerks, Colleagues, Members, Clients, External Agencies.

About

Cornwall Street Barristers is a large multi-disciplinary set primarily located in Birmingham and Oxford, with a satellite office in Maidstone. With 66 full members, Chambers' range of specialist counsel are consistently recognised as leaders on both the Midlands and SE circuits in respect of corporate, organised, and individual crime, family law, civil and commercial law, and military law. Widely regarded as 'the friendly set' – an ethos which Chambers is determined to retain in a competitive marketplace - they operate in a collegiate, collective, and collaborative fashion sharing learning and understanding, as well as the cost of facilities, practice support, an extensive library and technology. These functions are managed by a team of 15 staff and under the leadership of the recently appointed Chief Executive.

Purpose of Role / Summary

The Manager of Professional fees is a role with significant responsibility for the oversight and development of Chambers' billings and fee collection across Chambers. The role manages a designated team including their line management, workloads and development. The role will design, implement and effective systems and processes are relevant and current and deliver smooth operations and consistent revenue flows. The role also drives improvements, provide actionable insights, and foster communication across teams, empowering the Fees Team to achieve excellence in client service and operational efficiency. The role will also ensure all communication from the fees function is open and supportive.

Key responsibilities and person specification overleaf. →

To apply for this role, please do so using our website. Applications close on Monday 27th January 2025.

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Key Responsibilities:

1) Strategic Leadership and Team Management

- Lead, mentor, and manage the Fees Team, establishing clear goals and providing regular performance feedback to ensure high standards are met.
- Develop and execute a comprehensive fees strategy aligned with chambers' financial goals, identifying areas for improvement in billing accuracy, collections efficiency, and client satisfaction.
- Drive a culture of excellence, accountability, and continuous learning within the team, equipping team members with tools and training for effective performance.

2) Systems and Process Improvement

- Design, implement, and refine fee management systems and processes, focusing on automation and technology to increase efficiency and accuracy – get the 'best' from Chambers Lex and other software.
- Regularly assess current systems and workflows, identifying bottlenecks and deploying innovative solutions to streamline operations.
- Stay updated on industry standards and technology developments, ensuring chambers' fee collection practices remain competitive and compliant with legal and financial regulations.

3) Financial and Operational Oversight

- Monitor and manage all aspects of fee collection and billing, including receivables, reconciliations, aged debts, and reporting.
- Ensure timely and accurate processing of invoices and fee notes, particularly for complex, high-value, or sensitive cases.
- Collaborate with the Finance Team to ensure seamless integration between fee collection systems and broader financial reporting.

4) Stakeholder Communication and Collaboration

- Serve as the primary point of contact for fee-related matters, building strong relationships with barristers, clients, clerks, and other internal teams to support effective fee management.
- Provide regular, data-driven updates to the Director of Operations and Senior Management Team, offering insights into revenue trends, collection rates, and process improvements.
- Coordinate with chambers' leadership on high-stakes cases or clients, ensuring a proactive approach to potential challenges and maintaining strong client relationships.

5) Reporting and Strategic Analysis

- Develop and maintain regular reports on financial performance, collections targets, and team metrics, presenting findings to the Senior Management Team with strategic recommendations.
- Conduct in-depth analysis of revenue cycles, client payment trends, and areas for process optimisation, using insights to inform strategic decision-making.
- Lead quarterly and annual planning sessions with the Fees Team to set targets and align team activities with chambers' long-term financial strategy.

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Person Specification - Essential Skills & Qualifications

1) Leadership and Strategic Vision

- Proven experience leading a high-performing team within a fee collection or financial services environment, with a track record of driving change and improving processes.
- Strong strategic mindset with the ability to align team operations with the larger organisational vision and execute on high-level goals.
- An empathetic, assertive, and collaborative leader with excellent coaching skills and a commitment to developing team members.

2) Operational Excellence and Process Development

- Demonstrated success in designing and implementing fee collection systems that increase efficiency, reduce errors, and optimise revenue.
- Strong project management skills with the ability to execute complex initiatives, prioritise tasks effectively, and manage deadlines in a fast-paced environment.
- High level of proficiency in case management and financial software, ideally including LEX, as well as Microsoft Office Suite (Excel, Word, Outlook).

3) Analytical and Financial Acumen

- Highly numerate with the ability to interpret and analyse financial data, assess performance metrics, and make data-driven decisions.
- Thorough understanding of billing, collections, and financial reporting best practices within the professional services or legal industry.
- A detail-oriented problem solver with a pragmatic approach to identifying challenges and implementing solutions.

4) Excellent Communication and Interpersonal Skills

- Outstanding written and verbal communication skills, with the ability to convey complex financial information clearly and confidently to both internal and external stakeholders.
- A professional and diplomatic approach to managing sensitive fee-related issues, demonstrating discretion and sound judgement.
- Ability to build strong relationships across all levels of the organisation, fostering a collaborative environment focused on shared goals.

Person Specification - Desired Qualifications

- Minimum of seven years' experience in a senior role within fee collection, billing, or financial operations, almost certainly gained all or in part in a successful Chambers environment.
- Previous experience within a professional services or legal environment, with a deep understanding of industry-specific billing practices and systems.
- Familiarity with legal aid billing processes, including public funding and high-cost case management, is highly advantageous.