

## **Littleton Chambers - Head of Administration**

Responsible to  
Chambers Director

### Role Purpose

The Head of Administration is responsible for the effective day to day administration and operational management of Chambers. The role ensures that Chambers' administrative, regulatory, HR, pupillage and facilities functions are delivered efficiently, professionally and in compliance with all relevant regulatory and legal obligations.

The post holder works closely with the Chambers Director and collaborates with the Finance Manager, IT Manager, Marketing Manager and Senior Clerk to support the smooth running, and strategic objectives of Chambers.

### Direct Reports:

Front of House, Administration staff and House Keeping.

### Key Responsibilities

#### Administration & Operations

- Overall responsibility for the efficient administration of Chambers, ensuring high standards of service to members, staff and clients.
- Responsibility for ensuring appropriate insurances is in place for Chambers. Including but not limited to buildings, contents, employers' liability, public liability, Directors and Officers insurances, and cyber insurance (in liaison with the IT manager).
- Oversight of Chambers' administrative systems, procedures and records, ensuring they are accurate, up to date and fit for purpose.
- Management of Chambers' policies, handbooks and internal guidance, are regularly reviewed and updated. Ensuring consistency and accessibility.
- Organisation and administration of all Chambers meetings, including monthly Management Committee Meetings, AGM and ECM as required, including preparation of papers, coordination, accurate minutes and follow up actions.
- Line management of reception, administrative and housekeeping employees, including workload planning, performance management, development and wellbeing.
- Providing onboarding and exit support for new members of chambers and employees.
- Administration of external operational software (in liaison with the IT Manager).
- Supplier Management - Regular review of providers of supplies and service to ensure best value and high service standards. Ensuring up to date contractual arrangements and relevant GDPR agreements and policies are in place.
- In liaison with the IT manager ensuring the Chambers Intranet information is updated.

- Supporting employee relations matters, including absence management, wellbeing and disciplinary/grievance processes, in accordance with Chambers policies.
- Ensuring HR practices are legally compliant and reflect best practice.
- Administer staff payroll alongside external payroll administrator (Place Campbell) including monthly payroll, PAYE/NI, P60's and P11D and auto enrolment.
- Management and implementation of all staff benefits including but not limited to pensions, death in service, EAP scheme. etc.
- Oversee the inductions and exit process management of new joiners and leavers.
- Ensure personnel files are updated with updated job descriptions, contracts, salary increases, bonus payments, Xmas vouchers and long service awards.
- Management of staff leave software (currently Team Seer) maintaining staff holiday and sickness records.

## Facilities Management

- Responsibility for the effective management of Chambers' premises and facilities.
- Liaison with landlords, managing agents and contractors to ensure the premises are safe, compliant and well maintained.
- Manage rent reviews and lease renewals.
- Plan and budget for a rolling maintenance programme.
- Oversight of health and safety compliance, risk assessments and facilities policies.
- Oversight and management of all office services, suppliers and contracts to ensure value for money and operational efficiency.
- Develop, monitor & maintain safety, security, HR and fire safety regulations.
- Plan, manage and execute barrister office moves, following chambers policies.
- Plan, cost and supervise and refurbishment works approved by man com.
- Working closely with the IT Manager to ensure facilities and infrastructure support Chambers' operational needs.

## Finance

- Working with the Finance and Fees manager ensure bank mandates and controls are in place.
- Manage payroll and HMRC payments.
- Perform dual financial control functions as required.
- Assist the Finance and Fees Manager in the preparation of the Annual Budget.
- Manage relevant budgets (premises, administrative, staff and pupillage).

## Working Relationships

- Reports directly to the Chambers Director.
- Works closely with the Senior Clerk, Finance & Fees Manager, IT Manager, and Marketing Manager to ensure joined up operational delivery.
- Regular liaison with, committees, barristers and staff across Chambers.
- Line management of administration, reception and housekeeping staff.

## Person Specification

### Essential

- Significant experience in a senior administrative or operations role, ideally within a professional services or legal environment.
- Strong knowledge of regulatory compliance and governance frameworks.
- Proven people management and HR administration experience.
- Excellent project management and organisational skills with the ability to manage multiple priorities.
- Strong communication skills and the ability to build effective working relationships at all levels.
- High levels of discretion, professionalism and judgement.
- Can do helpful attitude.

### Desirable

- Experience working within a barristers' chambers or regulated legal environment.
- Experience of pupillage administration or professional training schemes.
- Familiarity with facilities management and health & safety compliance.