

Practice Manager

Location: 84 Eccleston Square, London SW1V 1PX

Responsible To: Managing Partner

Salary: £40K

Working Hours and Arrangements:

The position is a hybrid working model for 28 hours per week, over four days (exact days flexible), one/two days in the office.

Job Purpose:

By working both autonomously and collaboratively with the Partners and the Finance Manager, the Practice Manager has overall responsibility for the day-to-day strategic and operational management of the support functions of the business in order to provide a service that is of a high standard and contributes positively to the effectiveness and professionalism of the Firm.

Principal duties:

Human Resources

- Provide the full spectrum of HR management functions
- Develop & maintain compliant HR policies, procedures and systems.
- Manage recruitment, onboarding, induction and probation.
- Oversee employee records, contracts, benefits, payroll inputs and absence management (Staffology HR).
- Coordinate & advise on performance management processes.
- Support workforce and succession planning.
- Manage employee relations, including grievances and disciplinary matters.
- Oversee staff training delivery and records (Access Evo).
- Lead staff engagement and wellbeing initiatives.

Health & Safety

- Develop and monitor H&S policies to ensure legal compliance.
- Identify hazards, conduct risk assessments and implement control measures.
- Lead incident, accident and near-miss investigations & reporting.
- Deliver H&S inductions, maintain records and promote a positive safety culture.
- Oversee First Aid and Fire Marshal provision and training.

Compliance

- Support the COLP/COFA to ensure firmwide SRA compliance.
- Maintain and update compliance policies and monitor adherence.
- Ensure AML/CTF compliance and support SRA audits and information requests.
- Deliver regulatory training and track legal/regulatory changes.
- Manage GDPR breaches per ICO requirements.
- Manage complaints handling, Practice Certificate renewals and CQS reaccreditation.
- Coordinate insurance renewals (PII, Office, Commercial Loss, MLI, Cyber).
- Act as main contact for the Firm's Lexis+ subscription.

Business Development

- Maintain and update website content for accuracy and consistency.
- Publish and edit articles, profiles and service pages.
- Ensure content aligns with brand guidelines and regulatory requirements.
- Manage WordPress CMS content and identify website errors.
- Monitor website accessibility and analytics.
- Manage media uploads and optimisation.
- Test changes across devices/browsers and support site improvements.
- Create marketing, communication & training materials (Canva).

Information Technology

- Act as liaison with external IT providers.
- Monitor system performance and escalate issues.
- Manage user access, permissions and role-based controls.
- Ensure data protection and information security compliance.
- Oversee cybersecurity measures and staff awareness.
- Coordinate upgrades, patches and software rollouts.
- Support secure remote working and mobile device management.
- Manage IT onboarding/offboarding for staff, partners and consultants.
- Provide user guidance on systems and technology.

Firm, Office & People Management

- Plan, coordinate and chair EC and staff meetings.
- Prepare agendas and circulate meeting materials.
- Record and distribute meeting notes, actions and decisions.
- Facilitate internal communication.
- Manage daily office operations and maintain a safe, organised environment.
- Oversee supplies, equipment and facilities.
- Line manage the Practice Management Officer.
- Maintain records, rotas, calendars and monitor shared inboxes.

General Office, Training & Compliance

- Maintain strict confidentiality of Partnership finances, client accounts, staff pay and all firm information in line with the Data Protection Act 2018.
- Complete regular CPD via the Practice's training portal to stay up to date with legal and regulatory compliance (e.g., AML, GDPR, E&D, Financial Crime, Cyber Security, Modern Slavery, Anti-Bribery, H&S, SRA).
- Support new staff induction by providing relevant information, guidance and training.
- Fulfil all personal health and safety responsibilities.
- Ensure the safety of staff and visitors, promptly reporting concerns to Thomas House.
- Work with Thomas House to meet fire safety requirements, including testing, recording and evacuation drills.
- Embed equal opportunities and anti-discrimination principles into all work.
- Carry out other financial, administrative or general duties as reasonably requested by Partners, the Finance Manager or colleagues.

PERSON SPECIFICATION

	Essential	Desirable	How Measured
Qualifications	<ul style="list-style-type: none"> • Degree & CIPD qualified or equivalent professional experience 	<ul style="list-style-type: none"> • EFAW/Fire Marshal qualification/willingness to train 	CV
Skills	<ul style="list-style-type: none"> • High-level communication and interpersonal skills in order to build good relationships with colleagues and clients • Strong project management abilities • Highly organised and efficient approach to work • Ability to multi-task & prioritise effectively to meet competing deadlines • Excellent leadership and people management skills • Ability to respond positively and calmly to a large workload, changing priorities and emerging issues • Financial and commercial awareness • Ability to interpret regulations and implement policies • Effective problem-solving and decision-making capability 	<ul style="list-style-type: none"> • Negotiation and contract management skills 	Interview
Knowledge	<ul style="list-style-type: none"> • Good computer literacy, including practice management systems, legal accounts software and MS Office Suite applications • Practical application of SRA rules and codes of conduct • Comprehensive demonstrable knowledge of HR, H&S, finance and office management and its application in the workplace 		Interview
Experience	<ul style="list-style-type: none"> • 3+ years proven experience in a senior administrative, operational or management position in a law firm • Experience of managing staff, suppliers and office operations • Strong understanding of law firm operations and regulatory requirements • Experience of working in a commercial legal environment 	<ul style="list-style-type: none"> • Experience implementing systems, processes, or change initiatives • Use of Practice Evolve/LEAP 	CV & Interview
Personal Qualities	<ul style="list-style-type: none"> • Professional, confident, and discreet • Self-motivated, diligent, dedicated and driven to succeed • Hardworking, proactive and positive attitude • Reacts well under pressure • Adept at handling conflicting priorities effectively • Pleasant disposition, with a high level of integrity and empathy • Accurate, with good attention to detail • Able to use own initiative to research issues and find solutions • Resilient, self-reliant, responsible and accountable • Flexible, adaptable and willing to help, whatever the task • Ability to work independently and as part of a team • Committed to providing exemplary levels of service to colleagues and clients 	<ul style="list-style-type: none"> • Strategic mindset • Commitment to continuous improvement & best value 	Interview