

Key information	
Job title	Legal Biller
Department:	Client Admin
Reports to:	Client Admin Team Leader
Hours:	Core hours are 9.30am – 5.30pm (flexibility will be required as the demands of this role will vary from week to week)

Why Forsters?

We are renowned for our private client and real estate focus, together with our strong corporate and dispute resolution teams. We work alongside individuals, families and businesses across a wide range of complex matters and situations.

What makes us different is how we build closer connections with our clients to deliver exceptional results. We do it through creating genuine relationships, a sharp focus on what matters to them and the flexibility to adapt our advice to their situation.

When you come through our door, you'll notice how genuinely open, friendly and authentic people are. We work well together because we have fun together. We take your happiness and wellbeing seriously. Here, you are free to express yourself and be the best you can be

Delivering exceptional results takes on a different meaning at Forsters. For us, it's about being more closely connected to clients, each other and our communities. It's what drives us, them and you forward.

It is a particularly exciting time to join the BD and Marketing team here as the firm recently launched a fresh and dynamic rebrand, which represents the values and culture at Forsters. You will be instrumental in bringing the brand to life, by supporting the Corporate and Tax practices to build closer connections with contacts and clients and delivering exceptional results through your BD initiatives.

Forsters: Closer connections. Exceptional results.



Job summary

This process driven role is for a proactive and competent Legal Biller who will operate successfully in a pressurised and fast-paced environment. The role is part of a central team of Client Administrators who are responsible for processing the firm's required billing administration on client matters. The Legal Biller will take on a pivotal role in ensuring the smooth and efficient functioning of the billing process, taking ownership of tasks in actively delivering on all routine and daily requests.

Main duties and responsibilities

Billing & Financial Administration:

- Take ownership of the billing processes within the aligned department(s). Manage the end-to-end billing process in line with the firm's policies and HMRC/SRA rules, including:
 - Producing billing guides.
 - Narrative generation.
 - WIP reports.
 - Write offs.
 - Transfers.
 - Credit notes.
 - Correspondence with the Revenue team.
- Handle internal billing queries professionally and diligently.
- Take ownership of ebilling processes for relevant clients.
- Assist with preparing billing schedules for some clients.
- Work closely with the Finance team and all members of aligned groups to streamline and improve billing-related processes, including participation in any change management initiatives.
- Liaise proactively with EAs and LSTs within aligned groups for billing instructions and manage discussions to put specific billing arrangements in place.
- Lead efforts to transition billing responsibilities from Legal Secretaries and Executive Assistants to the Client Administration team.

Operational Excellence & Problem Solving:

- Ensure deadlines are consistently met through effective time and workload management, prioritising tasks as necessary and taking ownership of problem resolution where applicable.
- Identify areas for improvement, proposing solutions and taking a hands-on approach to implement changes to enhance overall team efficiency.

Collaboration & Stakeholder Engagement:

- Liaise with Compliance and Finance teams as well as fee earners, to ensure the seamless execution of client administration billing tasks.
-

- Play a key role in the firm's change management programs, relating to billing practices. Actively contribute to discussions on how to improve processes across these areas.

Mentoring:

- Provide guidance and mentoring with regards to billing and Elite 3E processes, fostering teamwork and skills development. Lead by example, demonstrating best practices in billing processes.

Skills

- Recent relevant experience within a similar role, gained within a law firm or another professional services firm.
 - Essential Elite 3E experience.
 - ebilling experience desirable but not essential.
 - Strong understanding of billing processes and financial management.
 - Knowledge of HMRC and SRA rules.
 - Strong client service skills to ensure an effective and professional service delivery to clients.
 - Good verbal and written communication and interpersonal skills.
 - Exceptional organisational skills, with the ability to manage multiple tasks simultaneously and prioritise effectively.
 - Strong and flexible team player, able to take direction from Team Leader, Executive Assistants, Legal Secretaries and partners/associates.
 - Methodical in approach to work.
 - Punctual, flexible and responsive approach to work.
 - Share ideas on best practice with colleagues and peers.
 - Willing to learn new tasks and take on new responsibilities when needed.
 - Strong communication skills, with the ability to liaise with senior stakeholders and fee earners.
 - Proactive and solutions-oriented mindset.
 - Ability to work well under pressure and meet deadlines.
 - A team player with strong interpersonal skills.
 - Willingness to take ownership of problems and see them through to resolution.
 - Very good attention to detail and accuracy.
 - English and Maths GCSE at grades A-C (or equivalent).
 - Numerate/confident with numbers and budgeting.
-

- A good understanding of the Microsoft suite, legal systems and processes (billing, CIM).
-

EQUAL OPPORTUNITIES

Forsters LLP is an equal opportunities employer and is committed to ensuring an inclusive and accessible hiring experience for everyone.

We strive to attract and encourage applications from all candidates regardless of their gender, age, race, nationality, marital status, disability, sex, sexual orientation or religious beliefs.

If you require any support or adjustments in the application or hiring process, please let us know.

www.forsters.co.uk

