

## CK ADMINISTRATION.

Who Does What?

Whom Do I Contact?

**Administration:** Please do not ring or wander about. Make contact **by email** only.

**Accounts/Cashiers:** Graham Richardson – by email.

**Archiving Queries/Requests:** By email to Kirsten Dyson.

**Car Parking:** Ellen Nightingale by email.

**Complaints:** Michael Thurston.

**Duty Platform:** Office Administrators or Ellen Nightingale by email.

**Expenses & Overtime:** Claims to Ben Ashley in accounts.  
By email or internal mail if receipts needed. In by 4<sup>th</sup> of the month.  
Forms @ **U/CK Documents/Administration/Expenses & O'time Claims**

**IT Structure & Computers:** Paul Morris – via IT Help Desk/email.

**LawFusion & Microsoft:** Michele Waddingham

**Marketing/PR/Sales/Business Development:** Ben Trott.

**Medical Insurance:** Ellen Nightingale by email.

**Office Equipment (Photocopy, Print, Scan, stamps etc)**  
Office Administrators/Kirsten Dyson by email.

**Personnel:** Ellen Nightingale by email.

**Photocopying Jobs:** Office Administrators.

**Property repairs & maintenance:** Kirsten Dyson – by email.

**Recruitment:** Ellen Nightingale by email.

**Stationery:** Office Administrators; Kirsten Dyson in Nottingham; by email.

**Telephones: landlines& mobiles:** Ellen Nightingale (first instance) by email.

**Training:** Kirsten Dyson – via email.

## CK MANAGEMENT

1) **Managing Director:** Rupert Hawke.

The MD has responsibilities for:

- The overall operational side of the business.
- Delivering the required budgeted margins.
- Accounting functions including SAR compliance.
- CK Compliance Officer for Finance and Administration (COFA).

2) **Central ODs:**

**Crime Unlimited, HCA & Prison Law:** Mark Hopwell

**Family & Care:** Fiona Lazenby.

**Mental Health & Immigration:** Anna Thurston

**Professional Discipline:** Mandip Kumar

Led by RH the Central ODs are heads of their departments and responsible for

- Delivering the required budgeted margins, and
- The operational side of the department(s).

3) **Special Services ODs:**

**Prosecutions:** Andy Cash

**Road Traffic:** Imogen Cox.

**Regulatory & Road Transport:** Andrew Brammer

4) **The Strategy Board:** Rupert Hawke, Michael Thurston & Steve Gelsthorpe.

The Board will create and decide strategy and support the MD.

5) **Executive Chairman:** Michael Thurston.

His responsibilities are:

- Strategy & Business Development.
- Complaints and PII Manager.
- Support of the management teams.

6) **Personnel Director:** Maria Moore.

The PD has overall responsibility for the Personnel function including:

- Staff relations
- Recruitment
- Trainee solicitors and Pupil barristers
- Disciplinary & grievance.
- Training

**Ellen Nightingale** runs the personnel function, except training.

**Victoria Rutherford** runs the training process. **Kirsten Dyson** is the first point of contact.

7) **Quality Director:** Stephen Gelsthorpe

His responsibilities are:

- All aspects of the quality of the legal service provided
- The IT group, software support for all departments and liaison with Law Fusion.
- CK Compliance Officer for Legal Practice (COLP)

8) **Marketing:** Imogen Cox