**Job description**

**Job title:** Client Care Manager – Group Claims

**Department:**Client Experience -Business Services

**Location:** Manchester or Leeds

**Reporting to:**            Head of Client Experience

**Hours:**                          9:30am – 5:30pm, Monday to Friday. Some flexibility is required from time to time to meet the professional requirements of the role.

**Contract:**                    Permanent

**Salary:**                         Competitive, provided upon request.

**Context to role:**

The Client Care Manager is a new role that will sit within the newly created Client Experience team.

The Client Care Manager will work alongside the Head of Client Experience to help build and develop a new team focused on new client enquiries and clients relating to group claims.

Additionally, this role will manage escalated issues alongside colleagues within the compliance team, monitor the team’s performance, and report on KPIs.

**Overall job purpose:**

To manage a team of client care executives and ensure new client enquiries are dealt with promptly and effectively in accordance with the firm’s processes.

As the team develops, it is expected that this team will also conduct outbound calls to help with the conversion process and assist in responding to client and prospect comments on multiple channels such as social media and review sites.

In the early phase of setting up the new processes, you will likely have to assist in handling new enquiries and client queries.

**Works with**:                  Firm

**Key contacts:** New client enquiries and clients

**Direct reports:**            3x Client Care Executives initially.

**Key duties and responsibilities:**

**Team management**

* To manage a team of Client Care Executives to deliver excellent client service when handling new client and client enquiries.  The post holder will also be expected to take calls, especially during the initial phases of setting up the new system and during busy periods.
* Allocating workloads to Client Care Executives and ensuring appropriate cover for busy periods or during absence.
* To set and maintain quality standards consistently within the team.

**Reporting**

* The Client Care Manager willprovide regular management reports to various stakeholders to assist with improving our processes and client journey and ensuring the prompt resolution of individual issues.

* The Client Care Manager will also use the client experience management framework to produce regular reports to ensure the onboarding process meets the required standard.
* The Client Care Manager will assist in developing and maintaining service-level agreements.

**Stakeholder management**

* The Client Care Manager will be required to develop and maintain relationships with legal, compliance, and marketing teams to ensure that their team can operate effectively.
* The Client Care Manager is responsible for ensuring that the relevant departments deal with enquiries forwarded to them, managing them until they are converted to a live file or rejected.

**Client Relations**

* Ensure all communications are clear and effective; be approachable and professional in all dealings.

**Information Technology**

* Use the firm’s systems to provide clients with quality, cost-effective, and efficient service.

* Ensure accurate records are maintained in the firm’s case management system.

**Data Protection**

* To ensure all information is handled per the firm’s GDPR policies.
* Keep ahead of the industry’s developments and apply best practices to areas of improvement.

**Key deliverables and performance measures:**

* Providing an effective and timely service to people enquiring about our services
* Ensure that matters are progressed efficiently and effectively and are in line with internal and external SLAs.

**Person specification**

**Essential**

* Applicants must have at least 2 years’ experience working in a leadership role within a client/customer support role.

Track record in a multi-channel approach to customers/clients

* Genuine interest to work with a leading claimant law firm and passionate about providing access to justice to all.
* Ability to manage own workload and work well to deadlines in a fast-paced environment where priorities may be subject to change at short notice.
* Demonstrable ability to manage new client enquiries in an efficient, accurate and timely manner.
* High-level written and verbal communication skills with a confident and professional telephone manner.
* Experience in supervising or managing a team and experience in a client-facing role.
* Experience with customer service software, databases and tools
* Experience managing third-party providers i.e. Moneypenny
* Strong organisational and prioritisation skills.
* Proficient in the use of Microsoft Office.
* Resilient and able to deal with challenging situations.
* Professional with a solid commitment to customer service.
* Problem-solving approach and the ability to use initiative to handle novel situations that may take more work.