**Job title:** New Client Onboarding Executive – Group Claims

**Location:** Manchester

**Reporting to:** Client Care Manager – Group Claims

**Hours:** 9.30am-5.30pm

**Contract:** Permanent

**Salary:** Competitive, Provided upon request

**Overall purpose for this role**

To be a first point of contact for new client enquiries for group claims across the firm.

Providing guidance/assistance in helping people complete the process to join a claim or answering questions/queries across various channels including but not limited to phone calls, social media and emails.

Doing so in a way that fits in with the firms client experience framework.

**Main duties and responsibilities**

* To provide a reliable and efficient support service to colleagues and assist with general administration of case loads.
* Contacting new and prospective clients to obtain information regarding their claim and advise of process.
* Accurately and succinctly summarising information obtained to allow colleagues to progress the claim.
* Deal with clients and new client enquiries in a sensitive, professional and competent way; and to pitch all communications with clients at a level appropriate to the individual concerned.
* Communicate effectively; be approachable and professional in all dealings.
* To make full  use  of  the  Case  Management  System and Client Relationship Management tool and  ensure  that  all information is appropriately recorded in the system.
* To maintain the strictest concern for and awareness of the need for  data protection at all times.
* Work closely with other departments (e.g., Marketing, Compliance and IT) to provide comprehensive support to clients.

**Additional responsibilities**

The role will include additional responsibilities that will enhance the client experience and onboarding of new clients, these will include but may not be limited to the following:

* Monitor and respond on client feedback channels including Trust Pilot and Google reviews.
* Monitor and respond to queries on social media channels in relation to Group Claims.
* Share client feedback and provide suggestions to improve client journeys and the overall client experience.

**Compliance and risk management**

* To always maintain the strictest concern for and awareness of the need for GDPR and data protection and in accordance with the Firm’s internal policies.
* To immediately report any compliance or risk management concerns to the relevant persons without delay.

**Learning**

* To ensure learning and development plans are completed and that records are up to date and compliant with Lexcel requirements.

**Person specification**

* Genuine interest to work with a leading claimant law firm and passionate about providing access to justice to all.
* Ability to communicate in a friendly, patient and empathetic manner both verbally and in writing.
* Demonstrable understanding of and commitment to client care.
* Prior experience in a client facing/client care role.
* Experience  in  using  a  variety  of  IT  packages  (MS  Word,  Excel,  Case
* Management Systems, Outlook).
* Ability to work and contribute to a team environment.
* Ability to work well under pressure.
* Ability to manage own workload in a busy environment to a consistently high standard.
* Resilient and able to deal with challenging situations.