**Job description**

**Job title:** Client Care Executive

**Location:** Manchester

**Reporting to:** Manager

**Hours:** Permanent, full-time position, 35 hours per week

**Contract:** Hybrid 3 days in the office, 2 days at home

**Salary:** Competitive, provided upon request (plus out of hours remuneration where required).

**Benefits:** 29 days holiday per annum inclusive of 4 days of compulsory leave to be taken during the period of office closure between Christmas Eve to the 1st working day of the new year, plus all public and bank holidays; contributory pension scheme; life assurance (4 times the annual salary); interest free season ticket loan; childcare vouchers; cycle to work scheme.  We also have annual social activities and genuinely pride ourselves on having a supportive and friendly culture.

**Purpose of the role**

An exciting opportunity to join our New Client Enquiries team. This is a busy and varied role dealing with all aspects of the new enquires process, and working closely with Fee Earners to achieve the best outcomes for clients, from their first contact with Leigh Day.

You should have strong organisational skills along with the ability to prioritise your workload and the ability to work within a team environment with a strong commitment to client care.

Previous experience in a claims orientated environment is an advantage but not essential, as is the ability to deal with complex, sensitive issues in a compassionate and empathetic way.

**Main duties and responsibilities**

* To be a first point of contact for new client enquiries across the firm.
* Dealing with initial calls/enquires relating to potential claims, dealing with queries, and gathering information to enable fee earners to make a decision.
* Dealing with sensitive queries including distressed calls and complex enquiries
* Obtain accurate information from potential clients, analysing the legal practical aspects of their enquiry and obtaining the necessary documents/evidence in order for the Fee Earner to provide preliminary advice
* Manage new enquiries until converted to live cases or rejected, working with the Fee Earners as necessary.
* Provide reliable, efficient support to legal departments and colleagues.
* Undertake other ad-hoc duties as required from time to time.
* Doing so in a way that fits in with the firms client experience framework.
* Contacting new and prospective clients to obtain information regarding their claim and advise on the claims process
* Accurately summarise information obtained/review relevant documentation to allow colleagues to progress or reject the enquiry
* Acting as a designated buddy to new starters as required

**File/Case Management**

* Manage new enquiries until appropriate information obtained and claim is passed over to the Fee Earner or rejected in line with current guidelines and referred on to appropriate organisations if we cannot assist.
* Thorough and accurate completion of file notes and the case system.
* Accurately and succinctly summarising information obtained so as to allow colleagues to progress the claim

**Telephones**

* Deal with 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 with team members and fee earners on enquiries and be approachable and professional at all times
* Use Case Management Systems effectively ensuring all information is correctly recorded and passed through to appropriate team member
* To maintain the strictest concern for and awareness of the need for data protection at all times.

**Person Specification**

* Genuine interest in working with a leading claimant law firm and passionate about providing access to justice for all.
* Ability to work and contribute within a team environment.
* Excellent telephone manner.
* Ability to communicate accurately, clearly and concisely, both verbally and in writing
* Ability to manage own workload in a busy environment to a consistently high standard with the aptitude to work in an organised and methodical manner
* Ability to deal with sensitive issues showing empathy and compassion at all times
* Experience in using a variety of IT packages (MS Word, Excel, Case
* Management Systems, Outlook)
* Ability to work well under pressure, be resilient and able to deal with challenging situations.
* Demonstrate an understanding of and commitment to client care.
* 2 years previous experience working in a claims and/or client care environment (ideally).