

JOB DESCRIPTION

Job Title:

New Business Team Administrator

Reports to:

Sales and Marketing Director

Job Purpose:

To support the Sales and Marketing Director in the provision of Client services by opening new client matters and managing files in abeyance.

Key Responsibilities

- To receive new instructions from fee earners and introducers.
- To initiate first contact with client to confirm instructions and gather initial client information.
- To action the opening of new matters on the Case Management System.
- To supply client with Standard Information Packs and confirmation of Instructions.
- To supply Introducers with confirmation of Panel instructions.
- To maintain all files in abeyance in the abeyance registry.
- To prepare sellers packs on all abeyance Sale files in readiness for go live.
- To constantly monitor the state of the abeyance files with clients to ensure continued instruction.
- To act as first point of contact for conveyancing enquiries ensure that clients are dealt with efficiently and politely and that appropriate legal matters are raised with the Fee Earner.

- To attend to clients, taking instructions, providing quotes and conducting letter and telephone enquiries as necessary.
- To use the correct Practice procedures and systems in order to manage cases effectively and in accordance with the firm's standards and legal requirements.
- To improve and enhance the firm's client base by effective liaison with existing clients.
- To manage own work allocation, productivity and quality of work with minimum supervision.

Personal Qualities

Managing Yourself

- Self-motivated and willing to take responsibility for organising own activities to ensure that all targets and quality standards are met.
- Copes effectively in demanding circumstances
- Good time management adopting a flexible approach to work.
- Demonstrates persistence and commitment to completing tasks and objectives.
- Delivers work output to the required standard.
- Pays attention to detail and quality of work.
- Demonstrates a commitment to improving working practices and supports company plans and policies.

Working with People

- Ability to build and maintain working relationships with others and act as a role model for the values of the Firm.
- Operates effectively as part of a team encouraging others to contribute ideas and seek improvements.
- Willing to offer help to all colleagues to ensure company success.

Problem Solving

- Demonstrates sound judgement and good decision making when dealing with problems.
- Able to identify a problem arising and can develop a solution or take the correct course of action.
- Knows when to seek guidance or further input from others before taking action.

- Checks that information is accurate and complete.
- Looks for new solutions to problems as well as tried and tested methods.

Communication Skills

- Able to express oneself both orally and in writing in a clear and constructive way.
- Willing to ask questions, listen to others views and accept advice.
- Willing to contribute ideas and seek improvements.
- Good client / Introducer handling skills both by telephone and face to face.

Experience Required

Essential

- Practical experience of working in a client facing capacity in a Call Centre environment.
- Practical experience of handling client enquiries both face to face and by telephone.
- Working knowledge of case management systems.
- Computer literate with good keyboard skills and used to word processing packages (preferably Microsoft Word).

Desirable

- Practical experience of working in an administrative capacity in a legal office environment.
- Working knowledge of Conveyancing process and legal procedures
- Demonstrates a commitment to personal development.