



Available vacancy: Client Relationship Assistant

Term: Part – Time

Office: Bromley

We are:

A leading law firm in Bromley, on the South London/Kent border. Established in 1889, we've come a long way and today we are a modern, progressive firm in a state of continual growth.

With teams specialising in the major areas of law we have a loyal client base which is ever growing.

We understand the importance of our people; the practice has been accredited by Investors in People since 2005, which is recognised across the world as a mark of excellence in 'putting people first'. The practice also ranks as a Legal 500 firm, is listed in the reputable Chambers Guides, is Lexcel accredited and a member of the Law Society's Conveyancing Quality Scheme and Wills & Inheritance Quality Scheme. To top all of that, we have also received accreditation for our staff engagement levels with a place in the Best Companies 'Ones to Watch' list.

Role:

The Client Relationship Assistant (CRA) role is to assist the fee earners to handle in-bound new client leads, support new clients with queries and issues raised whilst their case is live and to follow up after the matter has been closed to gather feedback and encourage clients to leave online reviews for the business.

They will be expected to handle new client queries via all channels including our website (Live Chat), email and telephone and to follow up with all prospective clients to maximise the conversion of leads to new business.

This is an office based role and the CRA we are looking for will attract potential customers by answering service questions; providing details of pricing and quotes and putting them in contact with the appropriate team / solicitors to deal further with them.

You have:

- Educated to GCSE standard grade A-C in Mathematics and English (or equivalent)
- A professional and friendly manner.
- Customer service and administration experience in an office environment
- Excellent communication skills verbally and written
- Self-confidence with strong phone contact handling skills and active listening.
- Experience of establishing, developing and maintaining positive business and customer relationships.
- Proven customer support / relations experience.
- The ability to meet targets and deadlines where required
- Confidence to work with limited supervision after training.
- The ability to develop personable and professional relationships with a wide range of people within the firm
- Good knowledge of MS Office, including outlook, word, excel.
- Experience working towards SLAs

KEY TASK AREAS

- Make return calls / emails to inbound enquiries in a professional and friendly manner.
- Engage with potential clients to understand their query and answer general questions where appropriate.
- Supply pricing details and quotes where applicable or forward the query to the appropriate internal team where necessary, for complex legal queries.
- Follow up on initial calls within agreed timescales to ensure queries have been adequately addressed.
- Set up and maintain prospect records in our case management system.
- Encourage and facilitate prospects to move to the next stage e.g. an appointment with a solicitor.
- Query non-converting prospects as to why they have not chosen our service – price, service etc.
- Follow up with clients on completion of work to encourage the return of satisfaction surveys, online reviews, particularly positive / negative feedback etc.
- Maintain professional and positive relationships with clients
- Provide regular reports on conversion volumes and rates.
- Feedback market and competitor intelligence to appropriate teams.

Some sales experience may be useful but this is not a hard selling role.

Other information;

This position will be part time and possibly based on a job sharing role to ensure year round cover.

Training in understanding our services will be given, but the role may be especially suitable to someone with some previous background in legal support services.



If your application is unsuccessful we may keep your personal data on file for up to 12 months. We recommend that you read our Job Applicant Privacy Policy which you can find on our website.

Judge & Priestley is committed to equality of opportunity and welcomes applications from all sections of the community.

We will offer an automatic interview to candidates who meet the minimum requirements for the role and have a disability under the Equality Act 2010. Please call our HR department on 0208 290 0333 if you believe that this applies to you.

Please note that upon acceptance of an offer of employment all successful applicants are required to undergo a Basic Disclosure for unspent convictions.

Please email CV to recruitment@judge-priestley.co.uk to apply or for further information.