**New Client Enquiry Coordinator**

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| Department | New Client Team |
| Reporting to | NCT Team Manager |
| Job description updated | October 2024 |

**About Us**

Established in 2000, Express Solicitors is an award-winning law firm that deals with personal injury and clinical negligence claims. Based in Manchester, we serve clients nationwide and are currently ranked 70 out of more than 10,000 law firms. We have a 5-star rating on Trustpilot from over 6,500 reviews, which coming from our clients means a lot to us. We are proud of the work we do helping injured people, and this is the core of our business.

**Role**

Due to continuous expansion and onward progression, we are building a brand-new team of Client Triage Agents who will be the first point of contact for new enquiries. We operate a hybrid working pattern which allows colleagues to gain a work life balance, with the opportunity to work from office and home for part of the week, once initial training and probation has been successfully completed.

The planned start date is Monday 17th February 2025

**Responsibilities**

* Responsible for client experience from first contact until signed up and the file transferred to Solicitor. Ability to build strong relationships with clients to obtain commitment is paramount
* Calling prospective clients as soon as possible within required service standards
* Obtaining all relevant details of a prospective client’s claim to allow the claim to be assessed
* Working as a team to answer all calls as quickly as possible and deal with any client enquires
* Presenting key information to management, in a concise manner
* Maintaining client files and diary tasks using the firm’s case management system
* Working within a team, providing cross-cover when necessary to ensure excellent client service
* There will be targets to work towards, but you will be rewarded with achievable commission paid on a monthly basis.

**Person Specification**

* Passionate about delivering exceptional customer experience.
* Excellent communication skills, both verbal and written, and can handle difficult conversations with empathy and professionalism.
* You may have experience in a role where you have exceeded client expectations, but more important than experience is having impressive interaction skills, a positive attitude, a willingness to develop and strong personal values.
* Strong organisational and IT skills.
* You want to be rewarded for your hard work.
* Genuine tenacity.
* You value teamwork and are committed to supporting your colleagues. We believe that our team is our greatest asset, and we are committed to fostering a supportive and inclusive work environment where everyone feels valued and motivated to do their best work.

**Salary, Hours & Benefits:**

* Base salary of £12.30 per hour, with hours worked after 6pm being paid at an enhanced rate (time and a half) as per the alternate week shift pattern and uncapped commission
* 23 days holiday (pro rata)
* Time in lieu for any bank holidays worked.
* Extra day’s holiday for your birthday after 2 years’ service
* 3 holiday buy backs per year after 1 year of service
* Private medical insurance after 2 years’ service.
* Enhanced Maternity leave payment if you have over 1 year’s tenure, further enhanced at over 4 years’ service.
* Death in service
* 24/7 onsite Gym access
* Netball/Football team, 10km Manchester team and more
* Active social committee with generous departmental and firm-wide social budget.
* Active training culture and various groups and events such as Diversity and Inclusion.
* Other benefits including Employee Assistance Programme, free fruit & annual (optional) flu jab
* We also provide ongoing training and development opportunities to support your professional growth and career advancement.

**Working Days**

Shifts will follow a rotation of early and late shifts during the week as below.

Early Shift:                            08.30 – 17.00 (8:30 – 16:30 on Friday)

Late Shift:                                12.00 – 20.00 (11:30 – 19:30 on Friday)

Saturday – Sunday:                  10.00 – 18.00

Bank Holidays:       10.00 – 18.00

Once out of the training period you would work 1 in 3 weekends with a day off in the week.

We also encourage applications from candidates who can work regular set hours across our hours of operation (8.30am – 8pm Monday to Friday and 10am – 6pm on Saturdays and Sundays) to include at least some weekend hours – availability and schedules will be discussed further with candidates who move forwards to the interview stage.

**Recruitment Process**

To apply, send a CV to [recruitment@expresssolicitors.co.uk](mailto:recruitment@expresssolicitors.co.uk) or visit our careers page on [www.expresssolicitors.co.uk/careers](http://www.expresssolicitors.co.uk/careers)

Interviews will be conducted by MS Teams and will include scenario-based questioning.

Our employees are our most important asset, we rate skill and ability above all else and our recruitment policy encourages applications from all.

By applying for this vacancy, you are giving us consent for to process your data in line with our Privacy Policy, full details of which can be found on our company website [Privacy notice for website users | Express Solicitors](https://www.expresssolicitors.co.uk/privacy-policy)