

Job Title:	New Business Advisor		
Department/Group:	NET – New Enquiries Team		
Location:	Sheffield		
Level/Salary Range:	£15,000 - £18,000 DOE	Position Type:	Full time / Part time considered
HR Contact:	Emma Briault	Date posted:	5 th August 2020
Will Train Applicant(s):	Yes	Posting Expires:	18 th August 2020
Applications Accepted By:			
Email: emma.briault@graysons.co.uk		Mail: Graysons Solicitors Courtwood House Silver Street Head Sheffield S1 2DD	
Job Description			
Role and Responsibilities			
<p>Graysons is a leading claimant law firm with offices in Sheffield and Chesterfield and we are looking to recruit an experienced, hardworking and reliable New Business Advisor to work within our busy and vibrant team in our head office based at Sheffield</p>			
<p>1. Main Responsibilities</p> <p>1.1 To answer all incoming new enquiries in a prompt and professional manner</p> <p>1.2 To handle new web enquiries received by the firm by making outbound calls in a prompt and professional manner</p> <p>1.3 To input/maintain client information and source of business</p> <p>1.4 To arrange appointments for the client to see a solicitor/fee-earner as soon as possible by liaising with the relevant departments and via outlook calendars</p> <p>1.5 To follow up on all appointments that a solicitor/fee-earner has attended with a view to converting to new business</p> <p>1.6 To generate all client care documentation for all departments using workflows within the case management system</p> <p>1.7 To review all new matters to ensure the correct funding method is put in place with the correct success fee and other deductions fully detailed in relevant cases</p> <p>1.8 To liaise with introducers / suppliers where appropriate in accordance with any specified SLAs</p> <p>1.9 To ensure that all paperwork, where an email addresses has been taken, is sent by email</p> <p>1.10 To incept, where applicable, the correct After the Event (ATE) Insurance policy and ensure that all relevant legal expenses (BTE) enquiries are made</p> <p>1.11 To chase the return of documents from the clients following their instruction</p> <p>1.12 To liaise with Fee Earners to ensure contact with the client continues and maintain good client communication and relationships, re engaging the client where required</p> <p>1.13 To achieve targets on conversions for new business</p> <p>1.14 To maintain high standards, both in respect of professional standards and client care</p> <p>1.15 To adhere to agreed practice procedures and quality standards</p> <p>1.16 Obtain client satisfaction feedback and secure testimonials for marketing.</p> <p>1.17 To promote Graysons services</p>			

2. Desirable skills

- 2.1 Experience of work, or ability to work in a target sales environment
- 2.2 Enthusiastic and friendly manner
- 2.3 An understanding of the SRA code of conduct in terms of client care requirements
- 2.4 Ability to work to strict deadlines
- 2.5 Strong communication skills
- 2.6 Strong written communication skills
- 2.7 Strong IT skills
- 2.8 Organised and efficient
- 2.9 Ability to manage own workload
- 2.10 Ability to work as part of a team