

# Account Manager



## The Company

We are a commercially minded, dynamic and entrepreneurial business maintaining the highest level of integrity in all our working relationships. We pride ourselves on service excellence, offering legal expertise and friendly assistance for clients and referrers looking for advice.

The Partnership is one of the first Alternative Business Structures (ABS) offering transparent, innovative and reliable conveyancing services. We are regulated by the Council of Licensed Conveyancers and are one of the very few ABS's to employ qualified solicitors who are individually regulated by the Solicitors Regulation Authority.

We are enjoying huge growth driven by our talented employees; who are passionate and willing to go that extra mile to give fantastic service. The ideal individual will want to be part of our success, want to make a difference by bringing exciting ideas and who aspire to develop themselves. The common thread amongst all Partnership staff is a commitment to exceed client expectations and ensure that we continue to provide the best service on the market.

## The Role

An Account Manager should love talking to potential clients and be proficient in explaining to them how we work. We do not ask that you aggressively sell our company, but instead approach clients with a patient and friendly manor. You are expected to be able to confidently explain how the conveyancing process works whilst ensuring our clients understand what puts The Partnership ahead of its competitors.

In addition to talking with clientele, sending out quotes and following up on phone calls, you are expected to liaise with our referrers to gain feedback on transactions and to ensure that everyone is kept happy and informed throughout the process.

Everyone within our teams is handpicked not only for their experience in the field and the desire to do their very best throughout the workday, but also for their natural ability to be encouraging and supportive towards their colleagues.

## What we are looking from you

- A cheerful and friendly disposition
- The ability to stay calm and professional during challenging phone calls
- An exceptional telephone manner
- A willingness to go the extra mile for our clients
- Scrupulous attention to detail
- Sound prioritisation and organisation skills
- The ability to work harmoniously as part of a dedicated team
- The ability to be self-motivated, enthusiastic and use initiative within your day-to-day work
- The ability to work efficiently under pressure whilst hitting targets and deadlines
- Someone who is confident learning new IT systems
- Someone with excellent communication skills; both written and verbal

*Progression: We won't stop you from being ambitious or wanting to develop yourself, in fact we encourage it. If you want to advance your career, as an SRA training centre, The Partnership can help you develop into a fully qualified role.*

## Benefits

- 23 days' holiday per annum (plus 3 allocated days at Christmas)
- BUPA Cash Plan benefits
- Social events arranged regularly
- Free fruit
- Free selected drinks (hot and cold)
- Free selected breakfasts
- Cycle to Work Scheme