

Account Manager



Department: Sales

Reporting to: Sales Manager – Managed Accounts

The Company

We are a commercially minded, dynamic and entrepreneurial business maintaining the highest level of integrity in all our working relationships. We offer specialist conveyancing services focused on transparency, innovation and reliability through service excellence, and friendly assistance for clients and referrers looking for advice.

The Partnership was one of the first Alternative Business Structures (ABS) and we are regulated by the Council of Licensed Conveyancers. We are one of the very few ABS's to employ qualified solicitors who are individually regulated by the Solicitors Regulation Authority.

We have enjoyed, and are continuing to enjoy, 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 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. As we continue to grow our business, it is vital that we ensure our clients are happy all the way through the transaction. This means dealing with clients, lenders and other lawyers, to make sure everything is ready for moving day.

Our people are chosen very carefully not only for their experience, but also for their natural ability in encouraging and supporting their colleagues; with an innate desire to do the best that they can. They take pride in everything they do and in what we stand for. We promote a harmonious working environment and place emphasis on having fun whilst working hard.

What we are looking from you

- Cheerful and friendly with a calm and professional disposition
- Self-motivated and enthusiastic
- Strong attention to detail and a commitment to high-quality work
- Ability to work well in a fast-paced team environment
- Exceptional organisational and time management capabilities
- Ability to handle high-pressure situations, meet tight deadlines and make sound decisions.
- Able to respond effectively to changing priorities
- Good analytical and problem-solving skills - ability to think “*out of the box*”; we want people who look to continuously improve the way things can be done and find solutions
- Confident with IT systems
- Excellent communication and interpersonal skills.

Benefits

- 23 days' holiday per annum (plus 3 allocated days at Christmas)
- Pension Scheme contributions
- BUPA Cash Plan benefits
- Eye test vouchers
- Yearly flu vaccine voucher
- Cycle to Work Scheme
- Home&Tech scheme
- Discounted gym membership
- Access to a wide range of retailer discounts
- Social events arranged regularly
- Free selected breakfasts, drinks, and fresh fruit to keep you going throughout the day!

The Role

As an Account Manager, you will play a crucial role in driving client acquisition and fostering long-term relationships with our agents. Your primary responsibility will be to proactively reach out to potential clients, understand their legal needs related to property transactions, and offer tailored solutions that align with their requirements. Exceptional telephone skills are expected to be able to reach out to potential clients, engage in meaningful conversations, and effectively communicate our legal services. You will be responsible for initiating and managing client interactions over the phone, providing detailed information about our property law services, and addressing client enquiries to build trust and interest. Your ability to articulate complex legal concepts in a clear and persuasive manner will be crucial in converting leads into clients and ensuring a positive experience. You will work closely with our Client Services, Legal and Business Development teams to ensure a seamless transition from initial contact to active representation, maintaining clear communication and addressing any concerns that arise during the process.

In addition to managing client outreach, you will be responsible for identifying new business opportunities and developing strategies to expand our client base. You will use your sales expertise to present our company's services effectively, negotiate terms, and close deals. Your role will involve achieving sales targets and KPIs. Strong interpersonal skills, a strategic mindset, and a proven track record in sales will be key to your success in this role, helping to enhance the company's growth and client satisfaction.

Key Responsibilities

- Client Outreach and Acquisition
 - Proactively contact potential clients via telephone to present the company's services, address enquiries, and convert leads into active clients.
- Relationship Management
 - Develop and maintain strong relationships with clients by providing clear communication, understanding their needs, and ensuring high levels of client satisfaction throughout their legal journey.
- Coordination with Legal Team
 - Collaborate closely with lawyers and legal staff to ensure seamless case transitions, accurate service delivery, and timely resolution of client matters.
- Sales and Business Development
 - Identify new business opportunities, set and achieve sales targets, and employ effective strategies to expand the company's client base.
- Follow-Up and Client Support
 - Conduct follow-up calls, address any ongoing client concerns, and ensure all client communications and actions are documented accurately.
- Client Consultation
 - Utilise telephone skills to reach out to potential clients, introducing the company's property law services and assessing their legal needs.
 - Client Consultation: Conduct informative and persuasive telephone consultations, providing clear explanations of legal processes and how the company's services can address client requirements.

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, The Partnership will help you do that. We want exceptional candidates who grow with us and who want to be a part of our future.