

Client Services Administrator



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

Our Client Services Team are the first point of contact our clients and referrers have with The Partnership. You are, therefore, an integral part of the team and are responsible for interacting with the public as well as supporting our Legal and Sales Teams every day. You are also expected to be able to carry out basic administration tasks, including but not limited to filing paperwork, sending emails and photocopying and uploading confidential documents

You will be supported, encouraged, and trained throughout your probation period, and beyond, by both the Senior Client Services Advisor and the Client Services Team Leader so you are thoroughly prepared for all the role's requirements.

Everyone within our teams is handpicked, not only for their experience in the field and their 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