

New Enquires Team Leader (NET) Lewes

About Us

Leading Sussex law firm, Mayo Wynne Baxter, provides a comprehensive and personal service to a broad spectrum of local, national and international clients across a range of business law and personal legal services. Our innovative approach to client service has helped us to win several awards.

An opportunity has arisen for a New Enquiries Team Leader to join our busy New Enquiries Team (NET) based at our modern Lewes office.

Main duties will include receiving new enquiries from clients via telephone, email and website, providing estimates to the potential clients and liaising with Legal Advisers on updates and outcomes. Administratively, this role includes the recording of data of prospective clients, estimates, etc for internal use and assisting with client service initiatives.

The role requires you to be highly confident in speaking with clients, following up on enquiries and skilled in selling the firms services. Ability to manage and motivate team members to meet and exceed their team targets

An exceptionally high standard of interpersonal and communication skills is vital, especially in the context of client care and relationship building - we are looking for someone who has a positive and friendly manner in dealing with clients, contacts and colleagues. Excellent listening skills and maintaining confidentiality are key in this role due to the client information-gathering that is carried out.

Experience in objection handling and/or client services is beneficial, along with a high level of attention to detail to maintain accuracy in record keeping and in written communications with others.

This is a full-time, permanent role. Working hours will be Monday to Friday, 8.30am to 5:30pm with 1 hour for lunch.

JOB DESCRIPTION

Job Title: NET Team Leader

Reports to: Practice Director

Member of: Practice Support Group

Job Purpose: To deal professionally with all new enquiries, provide estimates to prospective clients and to create contacts and opportunities ready for matter opening.

KEY TASKS

- To handle new enquiries from clients via telephone, email and website.
- To provide estimates to the potential clients and provide such support in a professional and friendly manner in keeping with the firm's standards for client care.
- To record data accurately on contacts, estimates, objections and conversions for internal use.

- Creation of contact records and opportunities recording new enquiries to the firm and their eventual outcome.
- To communicate with legal departments regarding new enquiries including requesting updates from Legal Advisers and follow ups for the NET.
- Follow up new enquiries to conclusion and overcome objections.
- To handle ad hoc requests for file copies or items held in secure storage (eg Wills and deeds) from clients or their representatives, ensuring that the firms processes for ID and data security are followed at all times.
- On receipt of a Packet from the Archive team, to identity check those requesting the documents, and then send them out to the requester.
- Return the empty packet to the Archive team including destination of contents and whether the removal is temporary or permanent
- To assist with the administration of the firm's referral schemes.
- To assist in the administering of any client service initiatives and recording of information.
- Deal with any initial expressions of possible client dissatisfaction and refer to Compliance Assistant, if appropriate.
- To ensure the confidentiality of all the firm's and clients' documentation and information.
- To undertake any specific training when required to do so and overall to have responsibility towards self-development.
- To undertake other clerical and administration duties as may reasonably be required
- To provide general support to the Client Services Group, covering other roles when required.
- To attend networking events, as required.

Training

- To train new CAT staff to create contacts.
- To provide reinforcement training as required to enforce data quality standards.
- To be part of induction training for new employee's to the firm

Team management

- To set objectives for the team in line with business objectives.
- In liaison with HR, to recruit and induct new members of staff as appropriate
- To provide training, coaching and learning opportunities as appropriate for new and existing members of the team.
- To monitor workloads, performance and compliance with the firm's procedures
- To motivate team members to achieve excellent performance and seek their input to improvements in the way we work.
- To ensure excellent communication with individuals and across the team
- To deal with staff issues such as absence or performance problems in a timely manner and involving/advising HR as necessary.
- To conduct performance reviews and probationary reviews as required and to follow up any issues arising from this activity.
- To deal with any other day to day Supervisory issues that may arise, such as authorising holiday requests.

Knowledge & Skills required (person specification)

- Exceptional ability to demonstrate an eye for detail in written communications with others.
- Excellent telephone manner and written communication skills.
- Confidence in speaking to clients on the phone and having initiative to follow up with all enquiries
- Ability to sell the firm's services.
- Management and training experience preferable
- Detailed knowledge Peppermint (extensive training will be given)
- High level of experience in client services.
- Competence in relevant work areas
- Competent in the firm's computer facilities and other systems as appropriate
- High standard of interpersonal and communication skills, especially in the context of client care
- Pleasant and positive manner in dealing with colleagues and clients
- Willingness to learn new skills and to embrace change in a positive manner
- Flexibility