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| **Job Title:**  | **New Business Handler**  |
| **Department:**  | **Marketing/Residential Property** |
| **Responsible to:**  | **New Business Team Leader**  |
| **Hours:**  | **Full Time**  |

We are now looking to recruit a New Business Handler dealing with new business enquiries related to residential sales and purchases, as well as private client Wills and LPA’s and other matters. This is an exciting opportunity to establish yourself within the firm, help define best practice and dramatically increase new business conversions.

The position can either be based at our Bromley or Sevenoaks offices. However, it may be possible for the position to be home-based with occasional time in the office for key meetings and training.

## Summary of role

The New Business Handler will be responsible for taking new business calls for both our Residential Conveyancing and Private Client departments. They will then ensure the successful ‘on-boarding’ of new prospects by following a defined workflow which includes delivering quotes, chasing up on unconverted enquires, cross selling and introducing new business to our fee earners.

This is a target driven role that will appeal to someone from a sales background or someone with experience within a law firm with a demonstratable flair for sales. The right person might be someone with estate agency, paralegal or legal secretarial experience.

## Sales Management

* Take new business telephone enquiries for the department
* Following up new business opportunities from the website
* Offer initial guidance and expertise to prospective clients
* Follow up on all new business enquiries in a structured manner
* Manage and keep track of all new business enquiries and provide regular reports
* Have a clear overview of fee earner workloads and allocate new business accordingly
* Meet and/or exceed new business conversion expectations
* Assist in defining and improving our sales processes
* Actively identify cross selling opportunities and proactively follow them up to conversion

## Customer Service

* Be able to deliver exceptional client service and experience
* Being a persuasive and personable communicator without being pushy
* Build rapport with both internal and external clients
* Consistently progress new business in a firm but sensitive manner
* Work with service users to offer assistance wherever possible

**Personal attributes required in line with the firms core competencies**

The firm has a comprehensive set of core competencies that represent the behaviours we require from all staff within the firm. Incorporated within this framework are our core values of;

* Honesty and integrity
* Open to change
* Pursuit of excellence
* Support of others

The core values are central to the ethics of our firm and must be displayed to the highest level at all times.

The attributes, as defined under the firms’ core competencies, that we feel are most important to this role are as follows:

* Highly literate and excellent numeracy skills
* Well presented with excellent communication skills
* Strong customer service skills
* Capable of taking initiative and developing solutions to any issues encountered, liaising with colleagues as necessary
* Flexible and enthusiastic self starter
* Able to work alone as well as within a team
* Understands the firms ‘bigger picture’
* Accurate and with keen attention to detail
* Takes the initiative
* A clear communicator
* A strong team player able to work well and get the best from those around them
* Adaptable and embraces change
* Shows consistency and reliability in their approach to work
* Works well under pressure

## Hours

Working hours are somewhat flexible, over 5 days, and can be staggered across the hours of 8.00am – 6.30pm. Staff will be expected to be flexible to arrive earlier and stay later when the job or business requires.