

Client Relations Supervisor

Location: any of the firm's 12 offices

Start date: ASAP

Redkite Solicitors prides itself on being able to offer a broad range of legal services that are able to meet the diverse needs of its clients. Our firm has been providing legal advice to individuals, families and businesses in our communities since 1898 and we are here for our clients every step of the way. We are a forward-looking, ever-expanding firm and are proud to be an employer of choice for around 160 staff members.

A new and interesting opportunity has arisen within Redkite for a full-time, permanent Client Relations Supervisor to join the business. The role will manage the link between prospective clients and legal teams within the business and will be required to demonstrate excellent communication skills, high attention to detail and innovative thinking. The role will also be responsible for managing a small central enquiries team.

Key Duties:

- Responsible for managing the conversion of new enquiries into client work, reviewing with it conversion rates & how external calls are handled by our suppliers.
- Works with colleagues from across the firm's 12 offices to develop business locally, by ensuring enquiries are dealt with promptly & progressed internally.
- Manages review platforms (such as Trustpilot, Google Reviews) and encourages the active use of these sites amongst the business's departments & their clientele.
- Will have a strong understanding of the services the firm offers across all offices, with the ability to refer work cross-functionally to ensure the best outcomes for our clients.
- Presents updates to the business on key customer trends and issues, keeping our clients in mind every step of the way.
- Supervises staff from across the firm's 12 offices, carrying out development reviews, regular 121s and training for existing as well as new team members.
- Ensures team reach individual KPI targets in regards to call, quote and conversation rates, engaging and motivating colleagues to achieve departmental and firm objectives.

Person Specification:

- We are looking for a client champion, who demonstrates excellent customer care, has the ability to liaise with colleagues and clients of all levels and who shows a keen eye for detail.
- We envisage the successful candidate to be someone who is solution focussed and who is driven and motivated to offer their own suggestions on how we can improve client service and internal processes.
- The successful candidate must have had practiced experience of using Microsoft Excel and PowerPoint.
- We are looking for a leader who inspires their team to achieve high levels of client service and targets.
- Willingness to travel.

If you're interested in this role please send your CV and covering letter to careers@redkitelaw.co.uk