

## Job description

<b>Job Title:</b>	Office Administrator
<b>Reporting to:</b>	Office Manager
<b>Location:</b>	Office based, Blackwell Head Office
<b>Working hours:</b>	Full-Time, Monday to Friday 9am to 5.30pm
<p><b>Main function of the role:</b> (note: In addition to these functions employees are required to carry out such duties as may reasonably be required for the proper performance of their role)</p> <ul style="list-style-type: none"> <li>• First line of contact for all new business enquiries</li> <li>• Direct liaison with Solicitors, client Deputies and clients</li> <li>• Allocation of cases to contracted case managers</li> <li>• Co-ordinating client meet and greet visits</li> <li>• Ensuring all contractual agreements are in place for new clients</li> <li>• Quality control of all case management documentation</li> <li>• Provide cover and assist with invoicing process</li> <li>• Support to office team</li> </ul>	
<p><b>Main Duties:</b></p> <ul style="list-style-type: none"> <li>• Handle all new enquiries from initial enquiry stage through to appointment of business ensuring progress is recorded at all times.</li> <li>• Proactively follow-up on all new enquiries to ensure that no opportunity is missed.</li> <li>• Liaise with case managers across the UK to facilitate the enquiry process and provide support as required.</li> <li>• Maintain a good knowledge of case managers' capacity and availability to take new cases, along with their skill set and location.</li> <li>• Organise internal handovers of case managers.</li> <li>• Issuing and monitoring the response of terms of business and case manager consultancy agreements.</li> <li>• File and maintain client records on cloud-based file storage.</li> <li>• Update and maintain the CRM database.</li> <li>• Provide regular business reporting and identify business opportunities.</li> <li>• Proofreading, processing and filing all case management correspondence.</li> <li>• To answer inbound calls and provide follow up as required.</li> <li>• Assist in the preparation of client files for disclosure as and when required.</li> <li>• To support and assist with the preparation of invoices for issue to Solicitor/client.</li> <li>• CCMS Ltd are currently planning and implementing new case management/accounting systems, this is an exciting time that will see positive change for the way we work, adaptability, flexibility and strong teamwork skills will be required through this transition period.</li> </ul>	
<p><b>Essential Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent written and verbal communications</li> <li>• Excellent attention to detail</li> <li>• Good organisation and planning</li> <li>• Strong IT skills – Proficient with Microsoft Word, Excel and Outlook and keen to use technology and online systems</li> </ul>	

Version – 2

Date – Oct 2021

Review period - Annually



- Self-motivation
- Team player
- Desire to learn and progress

**Qualifications**

- Relevant qualifications at A Level and / or GCSE
- Other qualifications in administration would be advantageous (eg. NVQ/Diploma)

Signed:.....

Date:.....