**Role Profile**

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| **ROLE Title:** | Legal Advisor | | **DAte:** | May 2019 | |
|  |  | | **Business Unit:** | Legal Advisory | |
|  |  | | **BAND:** | TBC | |
| **Role Purpose** | | **Need to Do** | **Need To Know** | | **Need to Be** |
| To provide legal advice and assistance to customers to meet Legal Services levels of service and business objectives in line with internal policies and procedures and within regulatory framework for conduct of business.  **Role Dimension:** Insurance  **Working Hours:** Mon to Fri – 8am to 8pm, Sat 9am to 2pm or as agreed  **Reports to:**  Team Manager – Operations Manager  Oversight from Technical Lead  **Relationships Internal:** All RAC Colleagues  **External:** Business partners and suppliers, RAC Customers | | To provide accurate advice by telephone and /or in writing on all areas of private law matters to RAC members and corporate partners as required.  Provision of advice will include accurate policy application and guidance on all products/policies provided by and/or serviced by RAC LS.  Required to be logged into phone system available to take calls as per shift pattern or by other arrangement.  All calls to be dealt with in accordance with Advisory call matrix and business objectives.  To deal with escalated complaints relating to advice and assistance provided from Advisory within set service level time frames and to ensure satisfaction levels are met.  To ensure that all calls and associated activities are logged and/or time recorded on the relevant case management systems.  Maintain excellent technical knowledge in level of expertise  To support the work of the department through delivery of training, administrative duties such as keying and collation of information, undertaking legal research.  Fulfilment of adhoc tasks as reasonably requested by Legal Services management.  Work must conform to standards set by the Financial Conduct Authority, Data Protection Act and other relevant legislation and/or regulatory bodies | **Essential Skills**  Law graduate (LLB and post graduate qualification eg LLM, LPC/LSF or BVC) and/or equivalent legal/insurance qualification or allied industry gained work experience.  Experience of working in a customer facing environment or call centre  Listening/Interpersonal skills  Demonstrate expertise in providing advice in all core foundation areas of law:   * Contract (inc insurance, consumer) * Civil Litigation * Tort (negligence/nuisance/trespass) * Personal Injury * Statutory liability   Desirable Skills  Demonstrable expertise in providing all aspects of motoring law and its related fields such as motor insurance, criminal motor etc.  Ability to demonstrate a strong working knowledge in any of the advanced core areas:  Employment – Private  Property – Private  Family  Wills & Probate  A broad range of IT skills.  Ability to prioritise and meet deadlines/manage workloads. | | **Capabilities/Strengths:**  Need to exhibit behaviours consistent with RAC core values:      **Key Competencies required for the role**   * Customer Focus – Level 2 * Achievement Drive – Level 1 * Judgement & Decision Making – Level 2 * Continuous improvement – Level 1 * Interpersonal and Influencing skills – Level 2 * Team Working -Level 1 |