





Role Profile

ROLE: Legal Advisory Reception Handler

DATE:
BUSINESS UNIT:

March 2023
Legal Services – Legal Advisory

Role	Need to Do	Need To Know	Need to Be
<p>Role Purpose</p> <p>To take inbound calls from our customers, validate policies on occasion and arrange for a call back from a suitably qualified handler.</p> <p>To support Legal Advisory in meeting levels of service and business objectives, in line with internal policies and procedures and within regulatory framework for conduct of business</p> <p>Role Dimension: Operations</p> <p>Working Hours: Mon to Fri –between 8am to 6pm, shift pattern to be agreed. Overtime may be offered, but not guaranteed.</p> <p>Reports to: Legal Advisory Team Manager</p> <p>Relationships Internal: All RAC Colleagues.</p> <p>External: Individual and corporate customers requiring advice or information, RAC appointed solicitors, appropriate bodies to progress or facilitate the provision of advice or legal services</p> <p>Breadth and Depth of job A hard working individual committed to playing a key role in maintaining Legal Advisory Service Levels. To be able to show empathy and objection handle customer queries. You'll need to ensure all members are treated fairly and legal advice cases are processed to set standards. To ensure there is an accurate audit trail for every case that is processed. The role requires good attention to detail and an ability to adhere to core FCA requirements for DPA etc.</p>	<p>Outcomes</p> <p>Log into phone system and be available to take calls as per shift pattern or by other arrangement, using the call structure provided.</p> <p>Accurately record personal details on RAC systems and ensure that all activity is logged on the relevant case management system. Any call-backs are processed quickly and efficiently in line with service level agreements.</p> <p>Communicate with our members, insurance companies and internal & external departments by telephone, email, post etc. in order to assist the provision of legal advice efficiently and within a professional manner.</p> <p>Validate LEI policies using various means to support the Legal Advisors with their call backs.</p> <p>Work to standards of the Financial Conduct Authority, Data Protection and other relevant legislation this is a regulated role and subject to PCI compliance activity.</p> <p>Assist with administration tasks such as collating, keying and maintenance of management information including the validation of relevant policy information.</p>	<p>Skills/Knowledge/Experience</p> <p>Essential Experience</p> <p>Good communications skills, both written and oral</p> <p>A good of understanding of Microsoft packages</p> <p>A competent range of IT skills</p> <p>Desirable Experience</p> <p>Good working knowledge of legal and insurance queries in a financial services team.</p> <p>Good sales technique and ability to objection handle.</p> <p>Experience of working within a call centre and handling queries over the telephone.</p> <p>Experience working within a team in a customer – oriented environment.</p>	<p>Capabilities/Strengths:</p> <p>Need to exhibit behaviours consistent with RAC core values:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Handle it Together</p> </div> <div style="text-align: center;">  <p>Exceptional Service</p> </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;">  <p>Raise the Bar</p> </div> <div style="text-align: center;">  <p>Own It</p> </div> </div> <p>Key Competencies required for the role</p> <ul style="list-style-type: none"> • Customer Focus – Level 1 • Building Relationships - Level 1 • Interpersonal and Influencing skills – Level 1 • Team working - Level 1