

JOB DESCRIPTION

Job Title: New Enquiry Team Leader

Department: Operations

Reports to: Head of Department/Partners

Job Summary:

As new enquiry team leader you manage a team of individuals who are our clients first contact into the business. You will be an experienced leader with strong communication skills internal/externally. As team leader you will be responsible for motivating your team to support delivery of a high performance and customer care environment.

Key accountabilities:

- To provide leadership & guidance to a team of people working in a fast pace environment.
- To ensure delivery of a high-level customer service environment while achieving business objectives, key performance metrics and deadlines
- Conduct team 1-1's and provide relevant coaching
- To contribute with phone cover and client service
- To detail & prepare team rotas and ensure team cover is in place
- Prepare and circulate management information to key stakeholders internally & externally
- Assist in business projects

Person Specification:

- Strong communications skills and excellent time management.
- Pro-active, positive and enthusiastic in periods of change.
- Commitment to deliver excellent client and operational outcomes.
- Enjoys taking accountability for objectives and measures.
- A willing coach to work with fee earners to develop new ways of working.
- Resilient and leads by example when faced with set-backs.