

Job Description		
Job Title	Client Services Advisor	
Reports to	Client Services manager	
Direct Reportees	N/A	

Summary of Position
<p>As a key contributor to the success of our business, the Client Services Advisor is responsible for being the first point of contact for our clients. The role involves completing all required due diligence, providing accurate conveyancing quotations, and converting enquiries into live files.</p>

Core Duties
<ul style="list-style-type: none"> • Adhere to the ASAP workflow processes • Maintain high standards of accuracy and professionalism at all times • Ensure all tasks are managed within agreed Service Levels and timescales • Conducting compliance packs and anti-money laundering checks on behalf of our agents where required • Onboarding new buyers/sellers through warm leads • Effective development of relationships with all relevant parties in the transaction • Opening any new cases as required • Providing guidance to sellers and buyers on the conveyancing process • Delivering excellent customer service • Being an advocate of the company at all times. • Understanding & adhering to the internal escalation process.
<p>Behaviours</p> <ul style="list-style-type: none"> • Confident. • Self-motivated and ability to use initiative. • Professional, clear and succinct communication skills and telephone manner. • Proactive. • Exceptional attention to detail in all tasks. • Strong customer service focus. • A positive can-do attitude. • Experience working within a professional, office environment. • Computer literate. • Ability to multi-task and prioritise. • Team Player.

Core Accountabilities
<p>To ensure that all core duties detailed above are delivered successfully.</p> <p>Responsible for the Health and Safety of your team, yourself and those around you. You will ensure all H&S policies and practices are adhered to and escalated in the correct way.</p> <p>You are required to act in a way that does not subject any other employees, potential employees,</p>

workers or clients to direct or indirect discrimination, harassment or victimisation.
Ensure that GDPR and Confidentiality practices are observed at all times.

Competences	
Core Competencies <p>Professionalism Communication Attention to Detail Customer Service Team Working Empathetic Self-Motivated Maintains Standards Time Management</p>	Role Specific Competencies <p>Adaptability Accurate record production Ability to multi-task Diary and task management Confident telephone manner Build and maintain positive relationships Estate agency experience Conflict handling</p>

Desirable Knowledge, Experience and Capabilities	
<p>Conveyancing industry knowledge Sales experience Experience working within a professional, office environment A good understanding of the home moving process</p>	

Skills and Qualifications	Career Path*
<p>Essential IT literate</p> <p>Desirable / Working Towards Experience within a hybrid working environment</p>	<p>CPD Customer Service training Sales training</p> <p>Progression Sales Progressor Sales progression support Management</p>

*based on development criteria

Working Relationships
<p>This role will have working relationships with: All Sales Progressor colleagues.</p> <p>Interdepartmental working relationships will include: Client Services colleagues.</p> <p>External working relationships include: solicitors, estate agents, sellers & buyers.</p>