

Legal Complaints Handler

Description

An exciting opportunity has arisen for an ambitious Complaints Handler with experience within the legal profession.

Working alongside the head of Risk & Compliance, supporting a firm with over 700 employees based in offices throughout the UK to manage client complaints. The aim is to bring all complaints to a satisfactory conclusion in a timely manner. This role needs someone with a calm, professional and thorough approach along with excellent communication skills.

Not only that – but this firm also offers a competitive salary, benefits package, career opportunities and excellent working conditions (hybrid after a settling in period).

Responsibilities

- Responding to all client complaints received by the firm.
- Using in-depth knowledge and understanding of complaints, providing assistance across the firm in relation to complaints and provide guidance to fee earners.
- Acting as firm's primary point of contact with the Legal Ombudsman.
- Researching regarding legal and regulatory changes affecting the handling of complaints.
- Maintaining complaints handling procedures and register of complaints.
- Analysing data on an ongoing basis, producing quarterly reports.
- Providing regular and timely feedback to fee earners on any issues identified during the investigation of a complaint.
- Delivering training on complaints prevention and handling, and responds to questions regarding both simple and complex complaint queries.
- Advising the marketing team on how to deal with complaints or negative feedback received via social media channels.

Qualifications

- Experience of complaints handling, preferably in legal services.
- Knowledge and experience of the relevant SRA regulations and Legal Ombudsman rules.
- Analytical and problem-solving skills (able to get the heart of a matter).
- Effective communication skills (verbal and written) i.e., clear, firm, and diplomatic.
- Ability to explain complex matters succinctly and with clarity.
- Proven ability to meet competing deadlines whilst meeting quality criteria.
- Experience of working collaboratively. Able to influence and constructively challenge internal stakeholders at all levels of seniority.
- Strong commercial aptitude with a modern, pro-active approach.
- Proven initiative and independent thought.

Job Benefits

Hiring organization

Gia Consultancy

Employment Type

Full-time, Permanent

Duration of employment

Permanent

Industry

Legal

Job Location

Manchester

Working Hours

Full time

Date posted

May 7, 2024

Valid through

28.06.2024

The appointed person will enjoy a competitive package (salary and benefits), exceptional working conditions and the opportunity to really make a difference.

Contacts

Applications are currently being reviewed so click that Apply button now!