Job Description

Role: **First Response Advisor**

Department: **First Response Team**

Overview

We are looking for a First Response Advisor to join our team in Newcastle.

Role & Responsibilities

The successful candidates will be required to:

* Answer incoming claims calls and maintain a rapid response rate according to agreed standards (approx. 10 calls per day).
* Where required make calls to potential clients to advocate our services and obtain more information in respect of their compensation claims.
* Log information on all calls and maintain detailed and accurate records.
* Establish and maintain effective working relationships with co-workers, supervisors and the general public.
* Perform all duties in and efficient, professional and courteous manner, ensuring strict confidentiality and compliance is maintained.
* Maintain regular consistent and professional attendance and punctuality.

Candidate Requirements & Attributes

* Previous inbound and outbound customer service experience would be advantageous but is not essential
* Excellent communication skills in English, both written and verbally
* IT literate in Microsoft Office
* Exceptional communication skills
* An understanding of the importance of client care and maintaining good client relations.
* Team player with a positive and enthusiastic approach
* Communicate well at all levels, both written and verbally
* Ability to demonstrate behaviour in keeping with the firms core values.

Salary

A **competitive** salary will be offered.

Hours

Monday to Friday (35 hours per week), shifts between 9am - 7pm with 1 hour unpaid lunch.

About TRUE

Recognised by the Legal 500 and with over 25 years’ experience, we are regarded as one of the top specialised Law Firms in the UK & we are delighted to be ranked once again in the **2023 UK Edition for Personal Injury and Clinical Negligence**. We’re also committed members of APIL (Association for Personal Injury Lawyers) and a dedicated law firm for Headway (The Brain Injury Association).

Across our two offices (Newcastle & Birmingham) our experienced solicitors and their talented teams focus on obtaining compensation for clients who have suffered as a result of a personal injury, medical negligence, credit hire, financial mis-selling or housing disrepair. We also have our dedicated residential conveyancing team accredited by the Law Society, helping those buying, selling or re-mortgaging their homes, and a fantastic strategic support network comprising HR, Marketing & Business Development, Finance and Compliance.

We pride ourselves on delivering expert, professional, and trustworthy support to our clients, which has been reflected in our Trustpilot Reviews - We’re delighted to be rated ‘Excellent’ by our clients. Maintaining this service is incredibly important to us.

TRUE Perks

We’re proud to offer our employees:

* **23 days holiday, plus Bank Holidays** per annum increasing to 26 days. Additional holiday for 5 years service.
* **Holiday Purchase Scheme** (You can buy up to 1 week’s annual leave).
* **Attendance bonus**.
* Quarterly funded **team-bonding activities**
* **Death in Service** following 1 years’ service.
* Auto-enrolment **Company Pension**.
* **Employee Assistance Programme** 24 hour helpline
* **Travel to work schemes**; Bike to Work Scheme, Public Transport Pass Scheme
* Annual flu jab and eyecare scheme.

To apply, email your CV and covering letter: [**HR@true.co.uk**](mailto:HR@true.co.uk)