

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.

Roles & responsibilities

The successful candidate's duties will include (but are not limited 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 an 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 firm's core values.

Salary

A **competitive** salary will be offered plus bonus scheme

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 nearly 30 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 **2025 UK Edition for Personal Injury and Clinical Negligence**.

We're also 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, clinical negligence, credit hire 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:

- Performance based **bonus scheme**.
- **Hybrid working** (office & home working) if eligible.
- **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

Closing date: 22nd November 2024.

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