



JOB ADVERT

<u>Job Title:</u>	Polish Speaking First Response Advisor
<u>Job Location:</u>	111 Piccadilly, Manchester, M1 2HY
<u>Job type:</u>	Full-time; Permanent
<u>Salary bracket:</u>	£15,500 - £17,000 depending on experience

Are you interested in a First Response Advisor role in a firm that is a leading provider of legal services for European communities and businesses?

If so, we are looking for an enthusiastic and driven First Response Advisor who has outstanding communication skills. You will be expected to work within the First Response Team to support case workers, which requires ability to efficiently deal with calls from existing and potential clients of the Firm to ensure that the clients are receiving highest level of service and care. You will also be responsible for advising the clients of fees in respect of particular services and will assist the case worker to secure new instructions.

Training and mentoring will be provided for the successful candidate. First Response Advisor role will involve dealing with telephone and email enquiries from Polish and English speaking clients of the firm, therefore excellent communication skills both in English and Polish are essential.

Overview of the Company

IMD Solicitors is an expanding, multicultural, full service law firm that is leading the way in the provision of legal services for European communities and businesses throughout England and Wales and wants to compete with Top100 law firms in the UK.

We offer an enjoyable and rewarding working environment and a very friendly team. We are committed to our staff and recognise the importance of the continued development; in fact even one of our core values is "above all, in everything we do, WE CARE". We want to attract and retain top talent and consistently develop the best lawyers and leaders in the business.

We pride ourselves on providing outstanding client care and excellent quality legal services whilst recognising the importance of communication in our clients' native languages and without legal jargon.

Key Responsibilities

- Dealing with incoming enquiries;
- Arranging appointments for fee earning staff and liaising with internal departments
- Updating the office diary

- Other administrative tasks, if and when required
- Translations and interpreting, if and when required

Key requirements (skills, qualifications, experience)

- Be able to demonstrate strong communication skills
- Have excellent telephone manner
- Have excellent verbal and written communication skills in English and Polish
- Previous experience in an office based role or legal background is preferable and will be an advantage but all ambitious and enthusiastic individuals are welcome to apply for the position
- Be organised and able to prioritise workload

How to apply

Please send you CV and cover letter to careers@imd.co.uk