

**We do appreciation.  
We do respect.**

we do  
**valued**



**Client Welcome  
Advisor**



**Part Time  
(Evenings)**



**Dundee**

Welcome to a very different kind of law firm. One that recognises its success is down to its people. Where you can be yourself. Be inspired by your talented work colleagues. Where you'll feel part of a dynamic team. Where, right from the start, you will be trusted with responsibility. This is what a rewarding career looks like at Thorntons.

## What to expect

Our Client Welcome Team sit at the heart of the firm and take initial enquiries from many of our clients across Scotland. We have a new opportunity for a Client Welcome Advisor to join the team, with full training provided in this role.

- ▶ Manage inbound and outbound calls with clients,
- ▶ Follow the relevant process for each type of call and work type (e.g. Conveyancing, Personal Injury, Private Client),
- ▶ Capture the information required in the call and record information accurately,
- ▶ Manage time-recording process where necessary,
- ▶ Prepare the file with relevant information to pass to the appropriate Solicitor or Paralegal,
- ▶ Liaise with the client in the initial stages about their case,
- ▶ Attend regular training and workshops to help improve systems and processes, ensuring that we deliver the best service to clients at all times.

## What we're looking for

- ▶ Professional, empathetic and approachable,
- ▶ An excellent telephone manner,
- ▶ Previous customer service or sales experience,
- ▶ An understanding of the personal injury process would be an advantage but is not essential as full training will be given,
- ▶ Committed to client service,
- ▶ Confident dealing with clients over the phone,
- ▶ Keen to learn,
- ▶ Teamworker,
- ▶ Relationship builder,
- ▶ Flexibility and adaptability,
- ▶ A caring and compassionate approach,
- ▶ An understanding of legal processes will be an advantage but is not essential,
- ▶ We will provide full training to ensure that you develop expertise in the relevant legal and systems processes.

## Hours

- ▶ Monday – Friday, 4.45pm – 8pm, 16.5 hours

## Doing What's Right

A great working environment is the first thing you'll notice. One where you'll be inspired and supported by your colleagues. Where we'll help you achieve what you want from your career. Where you can have both flexibility and connection with our supportive culture. Where you are valued. Where your voice is heard and you can make a difference through our employee network groups.

## As your employer

Our benefits package goes well beyond competitive remuneration and we recognise and reward your hard work - learn more at [rewarding you](#)

## For your Health and Wellbeing

Our Healthcare Cash Plan covers things like dental, optical, physiotherapy, chiropody, therapy and health screening needs. Our mental health first aiders and access to a 24-hour counselling line provide support for your mental and emotional wellbeing.

## Embracing Diversity and Inclusion

We strongly believe in a diverse and inclusive working environment: one that does not tolerate any form of discrimination at any level. We value a truly diverse workforce: we are all equally different. We celebrate our individuality: from gender, sexual orientation, ethnicity, faith to life experience, we know our differences make us stronger, together.

## For our Community

We're proud to be part of the communities we serve across Scotland, that's why we actively engage with charities that support them. From our annual Charity Wills campaign to regular fundraising and volunteering opportunities, our colleagues give back to communities with skills and advocacy as well as funds.

**Application closing date: 05/05/24**

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Send a CV to

**[opportunities@thorntons-law.co.uk](mailto:opportunities@thorntons-law.co.uk)**

Or apply online at

**[thorntons-law.co.uk/careers](https://thorntons-law.co.uk/careers)**

Thorntons is a trading name of Thorntons Law LLP

