

<b>ROLE EXPECTATION</b>	
<b>Job Title</b>	<b>Group Sales Support</b>
<b>Responsible to</b>	<b>FSSS Director</b>
<b>Purpose of Role</b>	<b>To support the delivery of excellent customer service by administering transactions in accordance with set procedures and guidelines.</b>

<b>Key Tasks</b>	To deliver high quality support to the Sales Team in order to maximise customer satisfaction.
	Ensure quality and accuracy of work through implementation and review of procedures and checklists.
	<p>Liaising with clients, primarily solicitors and other key people within legal firms either by telephone or other communications.</p> <p>Assist Client Liaison Team when required with calls and queries.</p>
	Ensure client queries, quotes and commission are processed in accordance with service level agreements and delivered in a professional manner.
	Update and maintain databases with a high level of accuracy.
	Assist with client retention, implement fee reviews, diary management, corporate events, ordering of promotional materials.
	<p>Prepare reports, written and financial as directed.</p> <p>Run monthly / yearly reports for the sales team.</p>
	To build and sustain good working relationships with clients and colleagues.
	Any other appropriate duties as may be required for the benefit of the Group.

<b>Post holder's Signature</b>	
<b>Manager's Signature</b>	
<b>Date</b>	