**Job description**

**Job title**: Client Data Administrator

**Department:**  Product Safety & Consumer Law

**Office location:** Manchester

**Reporting to:** Partner/ Solicitor

**Hours:** 9:30am – 5:30pm, Monday to Friday. Some flexibility is required from time to time to meet the professional requirements of the role.

**Contract:**  Permanent, full-time

**Works with:** Solicitors, paralegals, and partners in the Product Safety & Consumer Law department.

**Overall purpose for this role**

* To manage the client data across large multi-party action claims and provide Partners and Solicitors with accurate reports and information
* Oversight of the client data journey from enquiry to conclusion, utilising numerous business systems and applications e.g., CRM, KYC/AML and payment processors
* To assist the firm in achieving its stated professional and commercial objectives

**Main duties and responsibilities**

**Client Data Management**

* Setting up new client files and importing existing data from other sources
* Ensure files are updated correctly, undertaking exception reporting, and correcting/ updating those with issues/ missing information
* Preparing claim form schedules, listing the claimant/ defendant details
* Identifying limitation dates based on client registration information
* Completing client data by sending questionnaires, importing responses, and checking the information for discrepancies
* Provide updates and analysis on conditional fee arrangement (CFA) and new client enquiry (NCE) data
* Preparing the SOIs
* Working with Multi-party Action (MPA) unit and IT team on development and efficiency projects

**Client management**

* Communicate with clients/ other parties as and when necessary in a professional, courteous and efficient manner.
* Monitor all aspects of the case progression on behalf of the client and advise on whether subsequent developments affect views previously expressed.

**General Document/ Data management**

* Ensure documents and copies of correspondence are kept up to date and filed.
* Ensure accuracy when updating client information on the relevant databases.
* Ensure database information is updated and maintained in accordance with instructions and in line with relevant processes.
* Open new files and close old files as required.

**Personal development**

* To keep knowledge up to date by attending in-house seminars, through research, reading and attending courses as appropriate.
* To ensure learning and development plans are completed and that records are up to date and compliant with relevant SRA requirements.
* To ensure that adequate training is received to be able to gain maximum benefit from the firm’s investment in Information Technology.

Any other tasks as might from time to time be required.

**Person specification**

* Genuine interest in working with a leading claimant law firm and passionate about providing access to justice to all.
* Demonstrable experience, knowledge, and proficiency of handling large volumes of data in excel to an advanced level
* Ability to manage own workload in a busy environment to a consistently high standard and timely manner.
* Demonstrable understanding of and commitment to client care.
* Proven ability to communicate accurately, clearly and concisely, both verbally and in writing with a wide range of clients and various stakeholders.
* Proven ability to work and contribute to a team environment.
* Good academic background, including a degree from subjects requiring significant data analysis
* Proficient user of Microsoft Office applications

**Desirable**

* Relevant legal experience in consumer law and/ or multi-party claims.
* Interest in consumer law, including emission and financial services and banking litigation.
* Experience working with Practice / Case Management Systems.