



THACKRAY WILLIAMS JOB DESCRIPTION

Job Title: Client Call Handler
Responsible to: Admin Team Leader
Hours: Full Time
Location: Bromley or Sevenoaks

Summary of role

We are seeking a professional and personable Client Call Handler to join our administrative team. The successful candidate will be responsible for managing the firm's main switchboard, acting as the first point of contact for external callers, and ensuring calls are handled efficiently and directed to the appropriate lawyers and support staff. The successful candidate may be required to support the wider administrative team with reception cover and other ad hoc administrative tasks.

This role requires excellent communication skills, a professional and courteous telephone manner, and the ability to manage a busy switchboard while maintaining a high level of client service.

Responsibilities

- Operate the firm's central switchboard, handling a high volume of incoming calls in a professional and courteous manner.
- Accurately direct calls to the appropriate lawyers or support staff across the firm.
- Take clear and detailed messages when recipients are unavailable and ensure these are passed on promptly.
- Provide callers with basic information about the firm where appropriate and assist with general enquiries.
- Maintain a calm and professional approach when handling multiple calls or dealing with urgent enquiries.
- Liaise with internal departments to ensure calls are transferred efficiently.
- Support the wider administrative team with reception cover on an ad hoc basis.
- Any ad hoc duties as requested by the business

Person Specification

- Previous experience working as a Client Call Handler, Receptionist, or in a similar role.
- Experience within a professional services environment (such as a law firm, accountancy firm, or consultancy) would be advantageous.
- Excellent telephone manner with clear and confident communication skills.
- Professional, courteous, and client-focused approach.
- Good attention to detail when taking and relaying messages.
- Proficient knowledge of Microsoft Teams, Word, Excel and Outlook
- Excellent communication and organisational skills
- A team player and 'can-do' attitude
- Able to remain calm under pressure



Personal attributes required in line with the firm's core competencies

The firm has a comprehensive set of core competencies that represent the behaviours we require from all staff within the firm. Incorporated within this framework are our core values of;

- Honesty and integrity
- Open to change
- Pursuit of excellence
- Support of others

The core values are central to the ethics of our firm and must be displayed to the highest level at all times. The individual core competencies for this role are aligned to those expected of a Paralegal in the core competency framework.

Hours

Normal working hours are 9am to 5.30pm. Staff will be expected to be flexible and to arrive earlier and stay later when the job or business requires.

The role can be undertaken on an office based, hybrid or predominately remote basis, with occasional attendance at the office required for team meetings, ad hoc reception cover and other collaborative purposes.