

## **Legal Assistant (New claims enquiries)**

### **Starting salary:**

£14 - £20k

### **Job Type:**

Full-time (flexible working arrangements may be considered)

### **About us:**

mmadigital is a leading digital marketing and claims management business, specialising in a full range of legal services.

Get your law career off to the best start possible by joining us. We are committed to developing our people to deliver a world class service. We offer a fun place to work: modern office space, daily incentive competitions and an informal dress code to ensure the balance between hard work and fun is always struck.

Since 2011, mmadigital has been the digital marketing agency of choice for the legal sector, working with more than 100 law firms throughout the UK and presenting at events in the UK and Europe. We are one of the UK's largest independent legal marketing collectives, with a reputation for excellence and quality.

### **Specialist areas:**

Injuries & Accidents; Industrial Disease; Clinical Negligence; Family Law; Contested Probate; Housing Disrepair; Employment Law; and Financial Advice

### **Job Location**

MMA Digital, Didsbury Business Centre, 137 Barlow Moor Rd, Manchester, M20 2PW.

Located in Didsbury, Manchester, we are conveniently located close to the motorway network and within walking distance of the tram and bus stops, meaning we are within easy commuting distance if you live in or around the City of Manchester.

### **The role**

We are seeking to expand our New Enquiries Team to continue our record of success and growth. Successful candidates will manage new claims ensuring the best possible client journey. Predominantly focused on medical negligence and personal injury related claims, the position will also offer opportunities to develop into other areas of the law as we continue to expand our range of legal services. The role involves;

1. Responding to a consistently high volume of personal injury enquiries (relating to potential Accident and Medical Negligence claims) over the phone;
2. Evaluating the legal issues relating to those enquiries;
3. Identifying the enquiries which meet our strict criteria and introducing those clients to our specialist panel solicitors;
4. Enhancing the customer experience with mmadigital; and
5. In addition to achieving set key performance targets, the successful applicants will ensure that all enquiries are handled in accordance with service level agreements and applicable regulations.

## About the successful candidates

The successful candidates must demonstrate a record of achievement against the following criteria;

### QUALIFICATIONS (ESSENTIAL)

- Law degree, postgraduate Diploma in Legal practice or an equivalent qualification

### PROFESSIONAL EXPERIENCE (DESIRABLE)

- Experience of assessing or handling new cases within a claims management / legal services environment
- Experience of working in a target-driven and client-focused environment

### SKILLS (ESSENTIAL)

- A commitment to delivering excellent customer service
- Ability to engage with customers and colleagues
- Display excellent listening and communication skills
- Ability to remain calm and objective under pressure
- Ability to build rapport and sympathise with clients
- Be self-motivated, confident and proactive
- Ability to manage time effectively
- Display an attention to detail
- Be professional and friendly
- Ability to talk on the phone whilst simultaneously recording information on a case management system
- Working knowledge of Microsoft Office package, especially Word and Excel
- Ability to solve problems and use own initiative

### SKILLS (DESIRABLE)

- Excellent keyboard / typing skills

## What happens next?

If you're interested in working with us and want to develop your career further in an exciting and rewarding environment, **please apply by emailing a covering letter and CV, telling us what you will bring to this role to: [andy.parkinson@mmadigital.co.uk](mailto:andy.parkinson@mmadigital.co.uk)**

Please note however that due to the volume of applications we receive, if you haven't heard from us within four weeks, you should unfortunately assume that you have not been successful on this occasion.

mmadigital is an equal opportunities employer and treats applications solely on merit.

[We can't wait to hear from you.](#)