

JOB DESCRIPTION

Client Listening Executive – Bristol/London

ABOUT US

RPC is a dynamic, collaborative and commercial law firm. We love our work, but we love our clients more. Those clients are often household names, our lawyers are invariably market leaders, and by investing in long-term relationships together we achieve award-winning results.

Headquartered in London and with offices in Bristol, Hong Kong and Singapore, we support our clients globally, both through our own offices and by collaborating with leading law firm networks. We are big enough to handle the most complex matters, and agile enough to adapt quickly to the opportunities and challenges our clients face. Through our commitment to and focus on five strategic areas of importance – Commercial & Financial Disputes, Insurance, Regulatory, Retail, and Technology & Media – complemented by a wide variety of practice areas, we have grown revenue by over 40% since 2017.

That commercial success is reinforced by our unique culture. RPC is not like most City firms. Clients and recruits are often surprised by just how different – how approachable – we are. We hire people with personality and invest heavily in their professional development and wellbeing. Every person at RPC should feel valued, respected and free to be themselves. And we want to help everyone achieve their ambitions – our clients, as much as our people.

INCLUSION & DIVERSITY

We are problem solvers. Whether in front of clients or behind the scenes. To solve problems creatively for clients, we need diverse thinking; drawing on different experiences, backgrounds and perspectives.

That means that everyone who either applies to, or works for, the firm is treated equally, whatever their gender, gender identity and expression, marital or civil partnership status, race, national or ethnic origin, social or economic background, disability, religion or belief (or lack thereof), sexual orientation, family situation or age. We believe in equal access because our people define us and define what we do.

If you need support and adjustments to do your best work, whether that's during the recruitment process or throughout your time at RPC, we're here to help. If you want to tell us about yourself, we're here to listen. RPC's community welcomes you.



RPC

Interested in finding out more about Inclusion & Diversity at RPC? Visit our [website](#) and take a look at our [brochure](#).

rpc.co.uk



www.linkedin.com/company/reynolds-porter-chamberlain-rpc



twitter.com/rpclaw

ROLE OVERVIEW

The role

This is a role within our Brand, Clients & Markets Department and, more specifically our Client Services team. The role offers the opportunity to play a key part in delivering our Client Listening Framework.

Our Client Listening Framework is tailored to RPC, built upon best market practice, and provides meaningful insights to the partnership to help achieve our business goals.

The role reports to our Client Listening Manager. It involve significant interaction with senior stakeholders in our business including our Head of Client Services, Director of Client Relationship Services and Heads of Business & Client Development and our Client Relationship Partners and Client Relationship teams. It will also, where appropriate, involve interaction with our clients.

The person fulfilling this role will work across the Brand, Clients & Markets Department collaborating closely with client and business development colleagues who support the firms' key account programmes, sector-focussed BD activities and colleagues within multiple other business services departments.

Client Listening

Our Client Listening Framework is designed to embed a firmwide ethos of proactively seeking out client intelligence through informal and formal listening channels. We are focussed on ensuring the 'Voice of the Client' is brought alive within our business to help:

- inform our strategic decisions.
- identify new opportunities.
- establish and deepen client relationships; and
- deliver brilliant client service and experiences.

Our framework seeks to capture client requirements, sentiment, and feedback; analyse communicate, and report on the intelligence gathered; and facilitate and track consequent actions and initiatives.

Your team

Like all RPC teams, the Client Services Team operates within an open, flexible, and friendly work environment.

The team are central to the practical execution of the firm's strategic ambition to be recognised as *the* firm for the delivery of brilliant service and outstanding client expereinces. The team delivers its services from a client-centred perspective. By that we mean putting the client at the heart of everything we do. We look at the firm's service delivery, and the experiences it offers its clients, through the eyes of the client.

In delivering support to our legal teams the Client Services Team strives to deliver stellar service itself, by providing support that is: effective in enhancing clients' experiences of working with the firm; uncomplicated for our legal teams to use; and seamless with fellow business services teams.

The person fulfilling this new role will be a role model for the team's brilliant service delivery and demonstrate a collegiate, collaborative working style.

The Director of Client Relationship Services sits on our operations board. Working collaboratively with two of our strategic lead partners, she is the business services lead for our client strategic priority activities, reporting to our partnership executive board. Our Client Listening Framework is a key workstream within our clients strategic priority.

Responsibilities are likely to include:

Client listening

Work primarily with the Client Listening Manager (in consultation with Head of Client Services), to manage the effective day-to-day operations of the Client Listening Framework.

- Helps champion the firm's overall client service approach to gain continuous formal and informal feedback from clients.
- Supporting the day to day running of multiple client listening initiatives, (e.g., pitch feedback, client relationship reviews, matter feedback) working with key internal stakeholders (partners, business services teams, client development etc) to identify clients for interview /feedback and producing first drafts of listening reports.
- Ownership of a variety of small projects at any one time that feed into the overall success of the Client Listening Framework.
- Calendar management of listening scheduling and ensuring internal stakeholders have all documents needed ahead of a listening opportunity e.g. research reports, question sets, templates/previous feedback reports.
- Working with our client listening technology (based on Qualtrics) to include (but not limited to); day-to-day management of the system ensuring all information/templates are up to date, development and creation of online surveys, extracting and first draft of interpreting data with the ability to continuously identify key insights/themes for the business.
- Day-to-day management of external providers including client listening software provider(s), as appropriate.
- Development and management of templates and tools for internal stakeholders.
- Ensure internal databases are updated with all types of clients listening information, and actions as a result and client meetings are followed up/tracked in a timely manner.
- Build an extensive internal network (e.g., Partners/director's, PAs, Business Development) and can confidently address queries from internal stakeholders.

- Supports with internal communication plans to broaden awareness of client listening/client experience initiatives, share success stories, and demonstrate the value of the insights.

Working pattern:

This is a full-time role working Monday-Friday.