

## JOB DESCRIPTION

# Client Services Executive

## 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.

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

## **ROLE OVERVIEW**

### **The Client Services team**

Our operating principles are:

- To support the delivery of stellar client service across the whole firm
- To have the client perspective at the heart of all we do, to bring the voice of the client alive within the firm and to look at what we deliver through the eyes of the client
- To deliver joined up, easy to use services alongside lawyers and other business services teams

In delivering support to legal teams we strive to deliver a stellar service ourselves by which we mean providing support that is in enhancing clients' experiences of working with the firm; uncomplicated to use; and seamlessly joined up with the support offered by fellow business services teams.

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

The Director of Client 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.

The person fulfilling this position and joining the team will be a role model for stellar service delivery demonstrating a collaborative working style within the team, with partners and their legal teams and with fellow business services professionals.

### **Role overview**

A full-time position as an integral part of Client Services team. The purpose of the role is to take a leading role on providing Client Relationship Support to our Client Relationship Partners and our clients.

This role will suit someone who is client centric and is a role model for the stellar client experience we strive to be known for at RPC. This role has access to both internal and external clients – you'll be someone who anticipates Client and Client Relationship partners needs to be able to give the client the best experience possible, every time RPC interacts with them.

### **Key responsibilities**

A typical, but non-exhaustive, list of responsibilities includes:

#### **Client Relationship Support**

Liaising with External Clients, Client Relationship Partners, legal teams and other business services teams on the operational aspects of our service delivery to clients:

- Onboarding – coordination of contracts, rate sets, service delivery tips and guidance, intranet page updates
- Client knowledge – updating intranet pages, news, blogs, ensuring accurate information is available to matter teams
- Value adds – setting up helplines, regular financial reporting, client learning programmes and preparing value add reporting
- Secondments - coordination of secondment process
- Due diligence – coordinating response to client requests .
- Audits - Providing support in the practical coordination of client audits
- Researching - information for ad hoc client requests
- Relationship meetings - briefing packs, agendas and meeting notes
- Working collaboratively alongside the Client Services team to assist with the coordination of the above mentioned tasks to ensure we are providing a first class service with a proactive approach
- Collating feedback from clients across the spectrum of our Client Services workstreams and liaising with the Client Listening team
- The role will require you to work effectively with Legal Teams and other Business Services Departments – always being collaborative and using tact and diplomacy and developing a network across RPC, external clients and other contacts

### **Position requirements**

- A client-centric mindset, a role model for exceptional client service
- Effective time management, proven ability to meet competing demands and deadlines
- Extremely high level of confidentiality and integrity
- Organised, with excellent record-keeping and administrative skills
- Experience of complex stakeholder management in a partnership environment
- Reliable and flexible 'can do' attitude and thorough approach to work with the tenacity and strong execution skills to follow tasks/projects through to completion and/or positive resolution
- Exceptional attention to detail

- Excellent and effective communication skills (both oral and written) – able to adapt to different situations
- Able to manage multiple workstreams whilst remaining organised and continually prioritising/reprioritising
- Good interpersonal skills and confidence in dealing with junior and senior colleagues, stakeholders and clients
- Energetic team player
- Strong in MS Office suite, particularly Outlook, PowerPoint, Word and Excel
- Experience of interacting with, and providing work product to, internal senior stakeholders and external clients
- Adaptability to be able to respond and deliver as the role evolves

**Standard hours**

Monday – Friday, 09.30 – 17.30 with flexibility to start early or finish late if required.