



<b>Job title:</b>	Client Services Administrator
<b>Reporting to:</b>	Client Services Support Manager
<b>Team:</b>	Client Services Team
<b>Location:</b>	London (WC1H)
<b>Tenure:</b>	Full time, permanent to start ASAP

Griffins is one of the largest independent insolvency practices in the UK with an established reputation for detailed asset investigation and litigation work.

We are looking for a lively and enthusiastic Administrator with strong data handling and analytical skills to join our Client Services team. The role will suit an individual with a strong academic background, looking to take on a varied role.

### **Job purpose**

In this role your primary focus will be to gather and collate market and company data from external sources to assist your colleagues within the Client Services team to identify potential targets and sources of new work for the Partnership's specialist insolvency teams.

You will also be required to provide general administrative support to the Client Services team and assist with project work as required.

Duties and responsibilities include:

- Assisting with the preparation for key weekly processes and data downloads within the Client Services team in order to assist with pursuing case leads.
- Maintaining pipeline data and Client Services spreadsheets tracking potential new appointments. Liaise with colleagues in the Client Services team to ensure strategy notes on potential new appointments are kept up to date. Update the status of potential new appointments and track meeting and hearing adjournments.
- Set up new cases on the IPS system.
- Downloading documents from Companies House in relation to potential new appointments.
- Conducting conflict checks and liaising with the Compliance team to ensure that pre-appointment ethical checks are completed on a timely basis. Adhering to Partnership policies including those relating to anti-money laundering, anti-bribery and corruption and data protection.
- Setting up and monitoring incoming RSS feeds.
- Liaising with the operational teams in relation to potential and confirmed new appointments (pre and post appointment).

- Gathering, collating and organising insolvency data from external sources and recording results in a database.
- Inputting client data into the client relationship management system (“CRM”). Maintaining the accuracy of data held and updating as and when required in accordance with the Partnership’s data protection requirements.
- Presenting and summarising data in a user-friendly format.
- Undertaking data analysis and producing insolvency statistics.
- Assist with monitoring enquiries received from clients and work providers via email and telephone and acting to ensure that these are dealt with by an appropriate colleague on a timely basis.
- Assisting with specific project work as and when required.
- Providing holiday cover for team colleagues.
- Providing administrative support to team colleagues.

Key skills / requirements for the role:

- A levels (or equivalent academic qualifications);
- Ability to manage and organise large quantities of data from a number of sources;
- Strong analytical skills, numeracy and accuracy;
- Advanced Microsoft Excel knowledge;
- Strong organisational skills with a methodical approach to work;
- The ability to prioritise tasks to meet tight deadlines;
- Ability to communicate effectively with colleagues;
- Ability to work as a part of a team;
- Strong attention to detail;
- Pro-active, self-starter with a can-do attitude;
- Some knowledge/ experience of accounting and/ or insolvency would be beneficial, but is not essential.

Benefits of pursuing a career with Griffins:

- Competitive salary and benefits.
- Interesting and challenging tasks and projects.
- Opportunity to work with colleagues at all levels of the organisation and be recognised for your contribution.

*Griffins is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.*

**To apply for this role, please send your latest CV to us at [recruitment@griffins.net](mailto:recruitment@griffins.net).**