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| **Role** | **Need to Do** | **Skills/Knowledge/Experience** | **Need to Be** |
| To provide legal advice and assistance to customers to meet Legal Services levels of service and business objectives in line with internal policies and procedures and within regulatory framework for conduct of business.To provide support to the Legal Advisory management team in assisting with the daily operations and workflows within the team.**Role Dimension:** Insurance**Working Hours:** Mon to Fri – 8am to 8pm, Sat 9am to 2pm or as agreed**Reports to:**  Team Manager – Operations Manager**Relationships Internal:** All RAC Colleagues**External:** Business partners and suppliers, RAC Customers | **Legal Advisor 0.4 FTE (min 15 hours excl breaks)** To provide accurate advice by telephone and /or in writing in motoring law and related matters to RAC members and corporate partners as required. Required to be logged into phone system available to take calls as per shift pattern or by other arrangement. All calls to be dealt with in accordance with Advisory call matrix and business objectives. To deal with escalated complaints relating to advice and assistance provided from Advisory within set service level time frames and to ensure satisfaction levels are met.To ensure that all calls and associated activities are logged and/or time recorded on the relevant case management systems. Maintain excellent technical knowledge in level of expertise **Supervisor 0.6 FTE**To support the Team Manager with the efficient and effective running of Legal Advisory customer facing teams. This includes supporting team shift adherence and telephony time management To coach, train and motivate colleagues, this may include, but is not limited to supporting training sessions, call shadowing etc and ensuring that all colleagues have regular performance reviews and 121’s, flagging any decline in performance to Team Manager. Support the work of the Quality Assurance Manager by supporting completion of agreed levels of monitoring (FCA call quality, TCF, complaint cases) and ensure adequate feedback loop and channels are utilised with direct reports and wider management team.To understand MI and ensure objectives and targets are met within the team. To include, but not limited to a review of revenue capture rates and opportunities, spot checking of activity on case management systems, reconcile MI reporting.To prioritise workload to ensure efficient use of resource. Contributing to the administrative duties and adhoc tasks as reasonably requested by senior managers. | **Essential Skills**No less than 3 months experience in an advisor role within Legal Advisory with ability to demonstrate consistent high performance from all aspects of technical and process fields.Ability to prioritise and meet deadlines/manage workloads.Listening/Interpersonal skills**Specialist Knowledge** Knowledge of RAC Legal Services products and ServicesDemonstrable expertise in providing all aspects of law and its related fields in at least 3 advanced core areas:Employment – PrivateProperty – PrivateCivil LitigationFamilyWills & ProbatePrivate ClientA broad range of IT skills.Work must conform to standards set by the Financial Conduct Authority, Data Protection Act and other relevant legislation and/or regulatory bodies | **Capabilities/Strengths:**Need to exhibit behaviours consistent with RAC core values:  **Key Competencies required for the role*** Customer Focus – Level 3
* Achievement Drive – Level 2
* Judgement & Decision Making – Level 2
* Continuous improvement – Level 2
* Interpersonal and Influencing skills – Level 2
* Specialist Knowledge: demonstrate the appropriate company, business and technical knowledge required to perform the role effectively.
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