

Client Advisor

At Future Strategy we specialise in business recovery and our services are tailored based on our clients' unique requirements.

Our journey started with the formation of the company in September 2011, which led to the opening of our UK Hub Office in Saltash in April 2019. This is an exciting time to join the Future Strategy family as we enter the next phase in our growth and evolution.

We are looking for someone to join us in the role of Client Advisor, on either a full-time basis of 37.5 hours a week or part-time basis with a minimum of 25 hours over 5 days. For the full-time role we ask that you work in the office 9.30am-5.00pm Monday to Friday with 1 of those days altered to 12-7.30pm. For the part-time role the hours will be agreed within the same parameters as the full-time position.

In this role you will be:

- Advising on our services and providing priced agreements to leads generated from our Marketing and Web based department
- Developing and maintaining positive business and customer relationships
- Using Trello – a client management system for which full training will be given
- Answering and making telephone calls, text messages and emails as required

Your professional background would ideally, although not essentially, include any of:

- Finance experience in the fields of banking, company, corporate, creditor services
- Client management experience
- Insolvency or accountancy experience
- Debt management or advice
- Legal services
- Corporate property management

HEAD OFFICE

Suite 3, 91 Mayflower Street,
Plymouth, Devon PL1 1SB

WALES OFFICE

Suite 100, 45 Salisbury Road,
Cardiff, CF24 4AB

SCOTLAND OFFICE

Suite 14, 98 Woodlands Road,
Charing Cross, Glasgow, G3 6HB

N.IRELAND OFFICE

Suite 20, 21 Botanic Avenue,
Belfast, Northern Ireland, BT17 1JJ

The successful candidate will be expected to:

- Respond to inbound enquiries in a timely and efficient manner
- Use excellent, relatable communication (written & verbal) and professional language
- Give attention to detail, especially the client circumstances and be able to listen effectively
- Provide knowledgeable advice to provide appropriate solutions for acquisitions at profitable rates (full training is provided)
- Achieve targets and outcomes
- Follow company procedures for all processes. Fully co-ordinate with team members and work within the company structure in a positive way
- Manage workload effectively within reasonable response times and be organised
- Have strong I.T skills to work within our paperless system
- To be accountable for actions and respectful to all
- Willing and motivated to learn and improve
- Include some weekend work (max 1 Saturday 9.30am - 1pm per month, WFH is available for this) and 1 evening per week (this incorporates a later start time)
- Keep up to date on best practice & market trends. Support company marketing in all forms
- Appreciate the long-term goals of the business

In return we will offer:

- A fixed salary within a range of £24,000-£28,000 (based on experience) per annum with an annual pay review.
- Induction and training for the role.

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Employee Benefits:

- A day off for your birthday
- Regular, varied social activities
- Monthly working lunch
- Fresh fruit delivered weekly
- Monthly & Quarterly Bonus Scheme
- Hot drinks provided
- Refundable Flu Vaccinations and Eye Tests
- Flexibility for Medical Appointments
- Office location with good local amenities and transport links
- Free Parking
- Dress Down Friday

If you are looking for a new challenge and this role appeals to you then we welcome your application, even if you don't have the experience we are looking for we promise to consider your application.

We reserve the right to close this vacancy once we have received sufficient applications.

Future Strategy is an equal opportunities employer and is committed to diversity and inclusion.

Job Types: Full-time, Part-time
Part-time hours: 25-37.5 per week

Salary: £24,000.00-£28,000.00 per year

Application deadline: 10/10/2022

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