JOB OPPORTUNITY

# Telesales Case Manager

Take the next step in your career with Fraser and Fraser. Join us as a **Telesales Case Manager**, with a competitive £30,000 salary, opportunities to develop your skills and progress your career, and the chance to work within a friendly, supportive and professional team.

- **Location:** London, EC1N 8EH
- **Job type:** Full-time, permanent
- **Salary:** £30,000 per annum

**Please note: Applicants must be authorised to work in the UK. No recruitment agencies, please.**

Fraser and Fraser is a well-established, forward-thinking professional services firm with a long-standing reputation for excellence. Specialising in probate genealogy and international probate research, we combine specialist knowledge, modern research techniques and a collaborative approach to deliver exceptional results.

Our dedicated team works with clients across the UK and internationally, providing expert support with integrity, precision and care.

## The Role

We are seeking a motivated and results-driven Telesales Case Manager to join our team. You will play a key role in engaging potential clients, managing cases from initial contact through to resolution, and ensuring every interaction reflects our high standards.

*Key Responsibilities*:

- Make outbound calls to potential clients to introduce our services
- Manage assigned cases, from first enquiry to completion
- Maintain accurate and up-to-date case records
- Build strong client relationships through professional communication
- Liaise with solicitors, beneficiaries, and other stakeholders
- Meet and exceed agreed sales and performance targets
- Follow company processes and compliance guidelines

# Benefits

- Central London location
- Competitive salary package
- Company pension scheme
- Cycle to work scheme
- Sick pay
- Company events and training opportunities
- Supportive, collaborative workplace culture
- Opportunity to work on a high-impact project
- Professional development opportunities

# The Ideal Candidate

We are looking for someone with strong communication and organisational skills, able to manage multiple cases while building positive client relationships.

What We're Looking For:

- Has previous telesales, case management, or account management experience
- Our current database is SAP, experience with this platform would be beneficial
- Thrives in a target-driven environment
- Possesses excellent verbal and written communication skills
- Is confident using CRM systems and Microsoft Office
- Has a proactive and solution-focused approach
- Can work independently and as part of a team

If you're ready to take on a challenging yet rewarding role with a company that makes a real difference, we'd love to hear from you.

# How to apply for the role:

If you have the skills and experience we're looking for and are interested in joining our team, we'd love to hear from you. Please send your CV to **info@fraserandfraser.co.uk.**

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