



Client Services & Front of House Advisor x 2

Location: Pontyclun & Llanishen Offices (1 at each office)

Salary: Competitive + Excellent Benefits Package

Do You Love Working With People?

We're looking for enthusiastic, professional and personable individuals to join our Client Services Team at JNP Legal.

You do not need previous legal experience.

If you've worked in reception, hospitality, customer service, retail, sales, estate agency, banking, recruitment, contact centres or any client-facing role, and genuinely enjoy helping people, we'd love to hear from you.

This is a role for people who take pride in delivering exceptional service, enjoy speaking with clients face-to-face and over the phone, and understand that every interaction can make a lasting impression. The role is based around providing an outstanding first impression to clients whilst ensuring enquiries are handled efficiently and professionally.

Why Join JNP Legal?

At JNP Legal, we believe skills can be taught, but attitude is everything.

We're looking for people who:

- Genuinely care about delivering excellent service.
- Enjoy helping and supporting others.
- Take pride in getting things right.
- Follow processes and procedures consistently.
- Have a positive, can-do attitude.
- Want to develop and grow within a successful and expanding business.

In return, we offer:

- Competitive salary.
- Fully funded private medical healthcare.

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- Excellent holiday entitlement.
- Full training and ongoing support.
- Career progression opportunities.
- Modern technology and systems.
- A supportive and collaborative team environment.
- The opportunity to join one of South Wales' leading law firms.

What You'll Be Doing

As part of our Client Services Team, you'll be the first point of contact for many of our clients and professional contacts.

Your responsibilities will include:

- Welcoming clients and visitors into our offices.
- Answering incoming telephone calls professionally and confidently.
- Responding to client enquiries and directing them to the appropriate department.
- Managing appointments and administrative tasks.
- Supporting our legal teams with general administration and document production.
- Recording enquiries accurately and ensuring all follow-up actions are completed.
- Providing a first-class client experience from beginning to end.
- Working closely with colleagues to ensure exceptional service standards are maintained.

What We're Looking For

You will be:

- Friendly, approachable and professional.
- Comfortable interacting with people from all walks of life.
- Confident communicating both face-to-face and over the phone.
- Organised with good attention to detail.

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- Reliable and able to follow processes consistently.
- Comfortable using computers and Microsoft Office.
- A team player who enjoys working in a busy environment.

More Than Just a Reception Role

This is not simply answering phones and greeting visitors.

Our Client Services Team plays a critical role in helping people who are often contacting us during some of the most important and challenging moments of their lives. We need individuals who are compassionate, professional and committed to delivering an exceptional experience every time.

If you're someone who enjoys helping people, takes pride in your work and wants to be part of a successful, growing and ambitious organisation, we'd love to hear from you.

Join JNP Legal and become part of a team where client service really matters.

Valuing clients. Delivering results.