

Client Onboarding Administrator

BHP Law is a well established regional law firm providing high quality legal services across the North East with offices in Darlington, Durham, Newcastle, Tynemouth and Stockton.

Due to our continued growth and success, we are looking for a Client Onboarding Administrator to join our Client Services Team.

The Client Onboarding Administrator is dedicated to delivering an excellent onboarding experience for all clients and in preparing new matters for our legal experts.

This is a permanent full time position.

THE ROLE INCLUDES, BUT IS NOT LIMITED TO:

- > Assist all areas within BHP Law in onboarding new clients/new matters
- > Liaise with clients to ensure we have accurate personal information required to complete our onboarding process quickly and effectively
- > Accurately open new client matters on our case management system from the information provided and pro-actively follow up with clients for any missing information
- > Complete required compliance, any client due diligence checks and obtain the relevant AML documentation for all new clients including carrying out online AML check/search
- > Identify and escalate potential compliance concerns to the relevant legal expert and compliance analyst
- > Prepare and send relevant documentation to our clients as part of the onboarding process e.g. Terms of business, client care information (email/hard copy post at client's discretion)
- > Pro-actively review and follow up with clients for signed documentation/identification and on account costs (if applicable) as part of the onboarding experience
- > Complete follow up calls to clients who have obtained an estimate of cost but not provided instruction
- > Complete weekly client calls to update on onboarding status
- > Complete weekly reports to inform legal experts of onboarding status and update when client onboarding has been completed
- > Notify legal experts once client due diligence, compliance and AML check/search has been complete and matter is ready to progress.

THE IDEAL CANDIDATE:

- > Law firm experience desirable but not essential
- > Excellent customer service and administration skills
- > Excellent attention to detail and accuracy
- > Good organisational skills, a proactive approach to work, ability to prioritise and work to strict deadlines
- > Ability to communicate in a clear, concise manner both in writing and verbally, including dealing with correspondence and telephone calls to clients
- > Willing to learn and adapt ways of working to improve client experience

REWARDS:

- > Excellent salary
- > Flexible, friendly working environment
- > Pension scheme
- > Private healthcare
- > Death in service
- > Referral bonus schemes
- > Career development and learning opportunities
- > Competitive annual leave package with an extra day for your birthday
- > Office closure during the Christmas break
- > Occasional staff rewards/ gifts
- > Staff social events
- > Opportunity to join and be involved in the BHP Law wellbeing groups

APPLICATION

Application to: People Services Team via email: recruitment@bhplaw.co.uk

This firm welcomes applications from all sections of the community irrespective of age, marital status, race, religion, ethnic origin, nationality, sex, sexual orientation or disability.

Candidate Privacy Notice

WHAT IS THE PURPOSE OF THIS DOCUMENT?

BHP Law is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are applying for work with us (whether as an employee, worker or contractor). It makes you aware of how and why your personal data will be used, namely for the purposes of the recruitment exercise, and how long it will usually be retained for. It provides you with certain information that must be provided under the General Data Protection Regulation ((EU) 2016/679)

DATA PROTECTION PRINCIPLES

We will comply with data protection law and principles, which means that your data will be:

- > Used lawfully, fairly and in a transparent way.
- > Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- > Relevant to the purposes we have told you about and limited only to those purposes.
- > Accurate and kept up to date.
- > Kept only as long as necessary for the purposes we have told you about.
- > Kept securely.

THE KIND OF INFORMATION WE HOLD ABOUT YOU

In connection with your application for work with us, we will collect, store, and use the following categories of personal information about you:

- > The information you have provided to us in your curriculum vitae and covering letter.
- > The information you have provided on our application form, including name, title, address, telephone number, personal email address, date of birth, gender, employment history, qualifications.
- > Any information you provide to us during an interview.

We may also collect, store and use the following “special categories” of more sensitive personal information:

- > Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
- > Information about your health, including any medical condition, health and sickness records.
- > Information about criminal convictions and offences.

HOW IS YOUR PERSONAL INFORMATION COLLECTED?

We collect personal information about candidates from the following sources:

- > You, the candidate.
- > Recruitment agencies, from which we collect the following categories of data: CV
- > Background check providers, from which we collect the following categories of data:
- > Credit reference agencies, from which we collect the

following categories of data: Credit History

- > Disclosure and Barring Service in respect of criminal convictions.
- > Your named referees.
- > The following data from third parties is from a publicly accessible source LinkedIn, Facebook, Google,

HOW WE WILL USE INFORMATION ABOUT YOU

We will use the personal information we collect about you to:

- > Assess your skills, qualifications, and suitability for the work/role.
- > Carry out background and reference checks, where applicable.
- > Communicate with you about the recruitment process.
- > Keep records related to our hiring processes.
- > Comply with legal or regulatory requirements.

It is in our legitimate interests to decide whether to appoint you to the role since it would be beneficial to our business to appoint someone to that role

We also need to process your personal information to decide whether to enter into a contract of employment/contract with you.

Having received your CV and covering letter and your application form, we will then process that information to decide whether you meet the basic requirements to be shortlisted for the role. If you do, we will decide whether your application is strong enough to invite you for an interview. If we decide to call you for an interview, we will use the information you provide to us at the interview to decide whether to offer you the role. If we decide to offer you the role, we will then take up references and carry out a criminal record check before confirming your appointment.

If you fail to provide personal information

If you fail to provide information when requested, which is necessary for us to consider your application (such as evidence of qualifications or work history), we will not be able to process your application successfully. For example, if we require a credit check or references for this role and you fail to provide us with relevant details, we will not be able to take your application further.

HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION

We will use your particularly sensitive personal information in the following ways:

- > We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during a test or interview.
- > We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

Candidate Privacy Notice continued...

INFORMATION ABOUT CRIMINAL CONVICTIONS

We do not envisage that we will process information about criminal convictions.

We will collect information about your criminal convictions history if we would like to offer you the work (conditional on checks and any other conditions, such as references, being satisfactory). We are entitled to carry out a criminal records check in order to satisfy ourselves that there is nothing in your criminal convictions history which makes you unsuitable for the role. In particular:

- > The role requires a high degree of trust and integrity and so we would like to ask you to seek a basic disclosure of your criminal records history.

We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data.

AUTOMATED DECISION-MAKING

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

DATA SHARING

Why might you share my personal information with third parties?

We will only share your personal information with the following third parties for the purposes of processing your application: Recruitment Agencies, Search Consultancies, referees, Data Protection Agencies. All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. Details of these measures may be obtained from BHP's Risk Co-ordinator.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

DATA RETENTION

How long will you use my information for?

We will retain your personal information for a period of 6 months after we have communicated to you our decision about whether to appoint you to role. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the

recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with our data retention policy.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will write to you separately, seeking your explicit consent to retain your personal information for a fixed period on that basis.

RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- > Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- > Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- > Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- > Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- > Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- > Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact BHP's HR Manager in writing.

RIGHT TO WITHDRAW CONSENT

When you applied for this role, you provided consent to us processing your personal information for the purposes of the recruitment exercise. You have the right to withdraw your consent for processing for that purpose at any time. To withdraw your consent, please contact BHP's HR Manager. Once we have received notification that you have withdrawn your consent, we will no longer process your application and, subject to our retention policy, we will dispose of your personal data securely.