

## **JOB DESCRIPTION**

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**POSITION TITLE:** Conveyancer  
**ACCOUNTABLE TO:** Partner – Residential Conveyancing

### **OBJECTIVE OF POSITION**

To work within the Firm's residential conveyancing team, supporting the Partner and managing your own case load as well as provide a profitable contribution to the department and contribute to the further development of the business. To meet or exceed company standards and client expectations.

### **KEY TASK AREAS**

- To provide clients with accurate, appropriate and up-to-date legal advice, including the following types of fee earning work:
  - Sale and Purchase of freehold and leasehold property
  - Landlord and Tenant transactions including granting and taking leases
  - Acting for lenders and borrowers
- To establish and maintain excellent relationships with clients
- To undertake all related administrative tasks in accordance with company procedures, including
  - Responding promptly to all enquiries from new and existing clients, fully completing client opening details on the relevant system
  - Ensuring that clients receive required information in a timely manner
  - Ensuring that all files contain the appropriate documentation relevant to the case
  - Ensuring that all client data held on the case management system is accurate and up to date
  - Closing matters in an efficient and timely manner, including following up all cases with client satisfaction questionnaires
- To communicate effectively with clients and colleagues in a clear and accessible manner
- To achieve billing and time recording targets (where relevant)
- To maintain financial control of own ledgers with particular regard to cash flow control and ensuring short and long term profitability of the department
- To deal swiftly with client complaints in line with the departmental standards and the firm's complaints procedure
- To participate in marketing and networking activities whether on a firm-wide, departmental or office basis
- To ensure the confidentiality of the firm's and client's documentation and information
- To adhere to company standards, policies and procedures at all times
- To contribute positively to departmental and firm-wide activities
- To undertake relevant training as required
- To comply with the Solicitors Regulation Authority Code of Conduct at all times

## **KEY REQUIREMENTS**

### **Qualifications**

- educated to at least A Level standard or equivalent

### **Experience**

- A minimum of 2 years' experience as a fee earner in conveyancing department managing your own caseload
- Experience of delivering excellent customer care in a legal environment

### **Knowledge**

- To have expert, up to date knowledge regarding residential property work

### **Skills and Abilities**

- Ability to quickly build strong, productive relationships with clients and colleagues
- Ability to work independently
- Self motivated
- Good case mgmt skills including ability to prioritise caseload and re-schedule as required to meet deadlines
- Good problem solving ability
- Ability to represent the firm in a professional and positive manner at networking and other events
- Must be organised, methodical and accurate
- Ability to work under pressure and to deadlines
- Ability to work without close supervision
- Ability to work effectively as part of a team
- IT literate including good working knowledge of Microsoft Office Applications and VisualFiles
- Ability to think ahead and use initiative
- Ability to communicate courteously in a clear and concise manner with both clients and colleagues
- A polite, friendly and confident telephone manner
- Excellent time management skills
- Conscientious and common sense approach to work
- High levels of accuracy and good attention to detail

### **Other**

- Willingness to attend networking and business development events
- Commitment to undertaking continuing professional development
- Flexible attitude to hours and nature of work
- Satisfactory basic level Criminal Records Bureau Disclosure