

Conveyancing Operations Manager

Looking to join a firm led by Dawn Pickett, that specialises in Residential Conveyancing?

Due to our continued success and growth, we have an excellent opportunity to join an existing team of 15 people.

If you are interested in either applying or just learning more about the role, then we can arrange an informal and confidential chat inside or outside of normal office hours.



Overview of the role:

This pivotal role involves working closely with the Directors, offering full support to the Conveyancing Department, helping to ensure efficient and effective delivery of our services.

There are multiple Conveyancers within the firm, along with support staff. Out of the four Directors, three are Licensed Conveyancers and the other is a Chartered Manager, High Performance Team development expert, Lean Six Sigma Blackbelt and a Chartered Fellow of the CIPD (Pending).

Given this structure, the suitable candidate will find extensive opportunities for enhancing their professional skills in process improvement, coaching techniques, recruitment strategies, team development as well as learning and applying Lean Six Sigma approaches. Opportunities for advancement will be available via both formal educational programs and real-world learning on the job.

Who We Are Looking For:

We welcome applications from individuals ideally with a minimum of 2 years PQE who are either a qualified Licensed Conveyancer (CLC), Legal Executive (CILEX) or Solicitor (SRA). The ideal candidate will have an extensive technical background in conveyancing, capable of handling a varied workload, with experience in running their own caseloads.

The role itself:

The role requires an 'all-rounder' who is flexible, with the desire and ability to pitch in across the whole business in a variety of projects as outlined below:

- Team management and team development.
- System and process management and development.
- Quality management.
- Knowledge management.
- Compliance.
- Supporting HR activities.
- New Business Development.

General management:

- You will monitor and support the conveyancing team to ensure compliance with legal standards and regulatory requirements.
- You will monitor and support the conveyancing sub-teams to help identify barriers, issues and anything this is getting in the way of files flowing seamlessly through the process.
- You will support our Float Conveyancer's during periods of absence.
- You will monitor departmental performance, identify and implement strategies for continuous improvement.
- You will work with and report directly to the Board of Directors.

System and process management / continuous improvement:

- You will support the identification and development of new process and systems.
- You will manage holiday requests and first tier approvals via our online holiday portal.
- You will monitor and manage Lender Exchange and LMS.

Quality management:

- You will conduct regular reviews of case files and processes for quality assurance.
- You will support the Directors in potential complaint management.

Knowledge management:

- You will stay informed about the latest trends in conveyancing and legal technology.
- You will support complex conveyancing matters, offering legal advice and solutions to clients.
- You will act as a legal subject matter expert and 'go-to' person for advice within the team, along with other qualified Conveyancing experts within the business.

Compliance:

- You will ensure compliance with relevant laws, regulations, and best practices in conveyancing.
- You will ensure all file reviews, Anti Money Laundering (AML) checks, training, appraisals, meetings, and other processes are undertaken efficiently.

Support HR activities – You will assist Directors in:

- Attracting, recruiting and developing new employees.
- Implementing a Graduate recruitment programme.
- Managing the talent pipeline.
- The development of the DPC Training Academy.

New Business Development – You will assist Directors in:

- Attracting new Introducers to the business.
- Retaining existing Introducers to the business.
- Identifying new sources of revenue.

Personal Qualities - Essential:

- **A desire to develop teams within the business** – You will have a natural desire and enthusiasm to coach, inspire and grow individuals and sub-teams across the business.
- **A desire for personal development** – You will have a desire to develop yourself, beyond that of a traditional Conveyancing technical expert.
- **A desire to work in a firm with a ‘servant leadership’ approach** – You will have a preference to work in a firm who operates a servant leadership approach, as opposed to old school, traditional forms of management structures.

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Overview of how DP Conveyancing work

- **No billing targets or # Completion targets** due to ethos of putting clients first and supporting other team members.
- **Low caseloads** - The firm has a strategy of consistent, low caseload levels with no large peaks or troughs. Currently, caseloads are 55 to 60 files with full Admin support, with the aim of 50 to 55 files as time goes by.
- **Full holiday cover** – Your workload will be fully managed when you are on holiday or away from the office.
- **Healthy work-life balance** - We all leave at 5pm on the dot.
- **Work from home option OR free parking** - Or 'paid for by the company' dependent on office.
- **Paid overtime** - If staff feel it necessary to stay back (to ensure high level of customer service).

The firm has established itself as a premier provider of Conveyancing Services in the North East and offers excellent career opportunities as it continues to grow and expand.

As a modern, professional Conveyancing firm, our aim is to put a smile on the face of our clients, Estate Agent and Mortgage Broker partners by providing a friendly and efficient service.

As a modern, professional yet down-to-earth firm, we are neither 'old school' nor target obsessed where each Conveyancer must hit individual objectives.

We work on the underlying principle of making it easy to do our jobs and our measure of success is ensuring staff are happy in their roles with a sense of pride and achievement on completion day - and this in turn leads to happy clients and agents who come back to us time after time.



OUR VISION

We aim to see a **SMILE** on the face of every Client, Staff member & Introducer when **DP CONVEYANCING** is mentioned

OUR MISSION

To be the **CONVEYANCER OF CHOICE** for Clients, Estate Agents & Mortgage Brokers

To be the **EMPLOYER OF CHOICE** for conveyancing professionals

HOW WE DO IT



We constantly improve via **CONTINUOUS FEEDBACK** throughout the process

Why we are different

One reason why we are different is that we always ensure **consistent quality** via

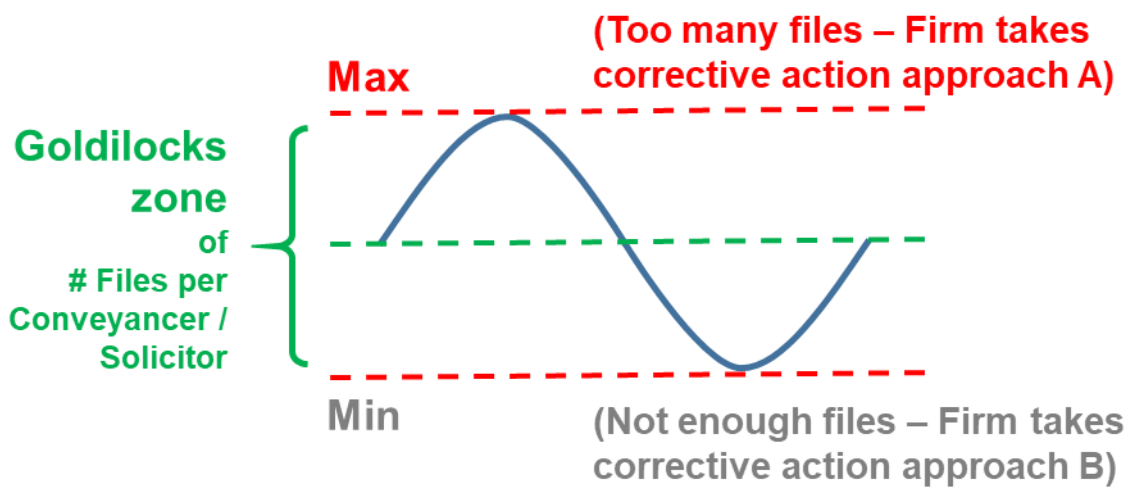
Balanced caseloads

for our conveyancers and solicitors



Our PRIME focus is to ensure we deliver a **consistently high** level of customer service.

To achieve this, we ALWAYS take corrective actions when we get close to a maximum or minimum caseload level for each Conveyancer / Solicitor.



Some firms do not take this approach and end up with:

- Patchy, **inconsistent** service, damaging your reputation.
- Customers and Conveyancers who are unnecessarily **stressed** & frustrated.

How we put a smile on the face of our staff, clients & introducers

No billing or completion targets

There are no targets – As mentioned, our measure of success is ensuring staff are happy in their roles with a sense of pride and achievement on completion day - this in turn leads to happy clients and a great reputation for both you and the firm.

Consistently low caseloads

The ability to control caseload level is a **key objective for the firm** and one to which we are fully committed, in order to ensure a consistent service level for clients and a **healthy work-life balance** for team members.

As a firm, our strategy is to charge **high legal fees** for a reliable and **consistent level of service**. This allows us to keep caseloads low. The firm has a strategy of reducing caseload levels to lower and lower levels, year on year.

Reducing overly complex, time consuming files

As a firm, we are systematically removing the likelihood of being instructed on overly complex and / or risky work that needs many hours of time set aside, which we know is hard when you have other clients to work with.

Streamlined systems

We have developed (and continue to develop) easy-to-use systems that help to ensure clear communication at each stage of the Conveyancing process.

Our systems dramatically reduce the level of administration and automatically communicates the right information at the right time to all parties, so reducing the number of telephone calls into the office, that in turn creates time to do the 'real' conveyancing work.

Salary, Career Development and Partnership opportunities

CPD and financial support

We believe that people go to work to do a good job, and the firm is committed to helping those who wish to learn and develop in all areas of their role.

This may include the increase of technical knowledge as well as developing Management and expertise, with the firm offering full support in terms of continuous professional development, further education and professional fees. If you're tied into re-paying training costs or fees to your existing employer, then we're more than happy to discuss how we can help.

Career ladder

As a firm, we believe it is important to provide clarity on career opportunities linked to knowledge, skills, experience and service to our clients.

As a firm, we are committed to helping those who wish to become managers and leaders of the future, to gain academic management qualifications.



Potential Partnership / Director opportunities

Opportunities are available for the right candidate who wishes to go down this route.

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peter.effard@dpconveyancing.co.uk
