

# Float Conveyancer

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:

We are looking to recruit a 3rd Float Conveyancer / Solicitor to join our team, who will provide support to our multiple fee-earning teams by covering for conveyancing duties during holidays and absences, ensuring seamless progression of files.

The firm has 7 Conveyancers plus support staff, which includes two other fully qualified Residential Conveyancers whose role includes 'float conveyancer cover'. This 3rd cover role is to support our ongoing expansion as our sub-teams develop.

### Our sub-team structure:

Conveyancer ↔ Conveyancing assistant.  
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Conveyancer ↔ Conveyancing assistant  
Etc  
Etc

When a Conveyancer is on holiday, the Conveyancing Assistant will be in the office and most calls and queries will be handled by the assistant, with the float conveyancer pitching in where needed.

In order to help make everyone's life easier, the management team have developed a series of approaches to ensure progress on all files is super clear for all to see. This makes it much easier for anyone picking up the file to see:

- What has happened so far.
- Where things are at.
- What needs to be done next.

This helps clients, introducers and internal staff, as well as making the cover role far easier. Our aim is to make all roles within the firm easier to do, as we continue to identify barriers, issues and bottlenecks that get in the way of delivering a first-class service to clients.

## **Who We Are Looking For:**

We welcome applications from individuals with a minimum of 3 years post-qualification experience who are either a qualified Licensed Conveyancer (CLC), Legal Executive (CILEx) or Solicitor (SRA).

The ideal candidate will have a strong background in conveyancing, capable of handling a varied workload, with experience as a float conveyancer or running their own caseloads.

## **Career development:**

Any applicants who wish to develop their career will find that this role (along with our ongoing management development support) will act as an excellent stepping stone into roles such as Operations Management or a Head of Department.

*If you would like to have an informal and confidential chat over a coffee during or after normal office hours (or over the weekend) then please make arrangements via Pete and we look forward to meeting up – Dawn and Pete.*

[peter.effard@dpconveyancing.co.uk](mailto:peter.effard@dpconveyancing.co.uk)

# 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

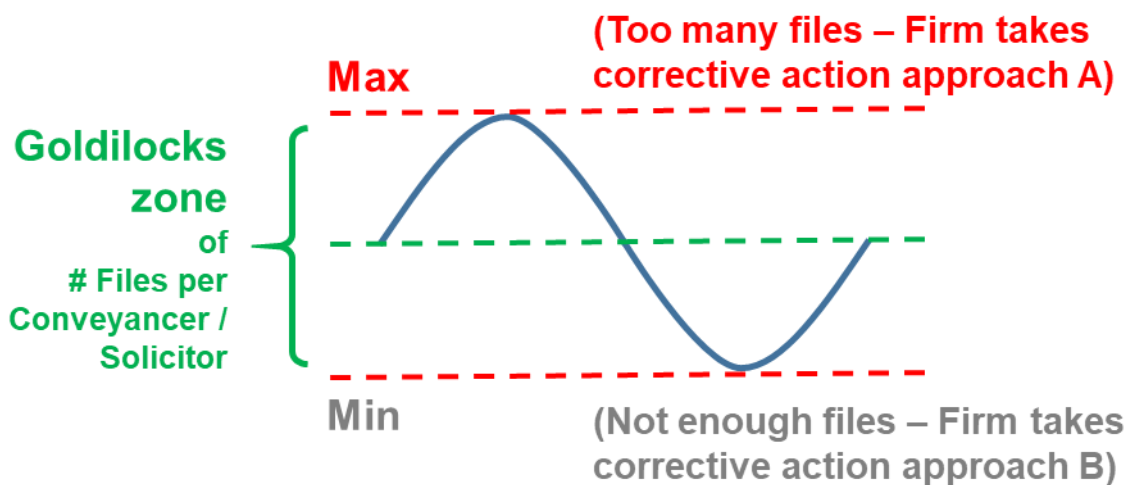
## Balanced caseloads

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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