

# Residential Conveyancing Solicitor / Licensed Conveyancer

**Looking to join a family run 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 14 people and 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.



- **Permanent, full time or part time (4 day) role** based at our **Gateshead Team Valley** head office.
- **No billing targets** for Conveyancers 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 (this has been achieved even throughout a very turbulent 2020 and 2021).
- **Full holiday cover** – Your caseload will be fully managed when you are on holiday or away from the office.

# Overview of DP Conveyancing & how we work

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 ensuring staff are **happy in their roles**, which brings a sense of pride and achievement on completion day which in turn puts a smile on the face of our clients and introducers who come back to us time after time, which in turn helps us to grow as a firm :)

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



**OUR MISSION**  
To be the **CONVEYANCER OF CHOICE**

for Clients,  
Estate Agents &  
Mortgage Brokers  
in the North East.

To be the  
**EMPLOYER OF CHOICE**  
for Conveyancing Staff  
in the North East.

**HOW WE DO IT**  
Constantly improve through **CONTINUOUS FEEDBACK** throughout the process.



We constantly identify & permanently fix **BARRIERS & ISSUES** that impact on exceptional customer service.

# Why we are different

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

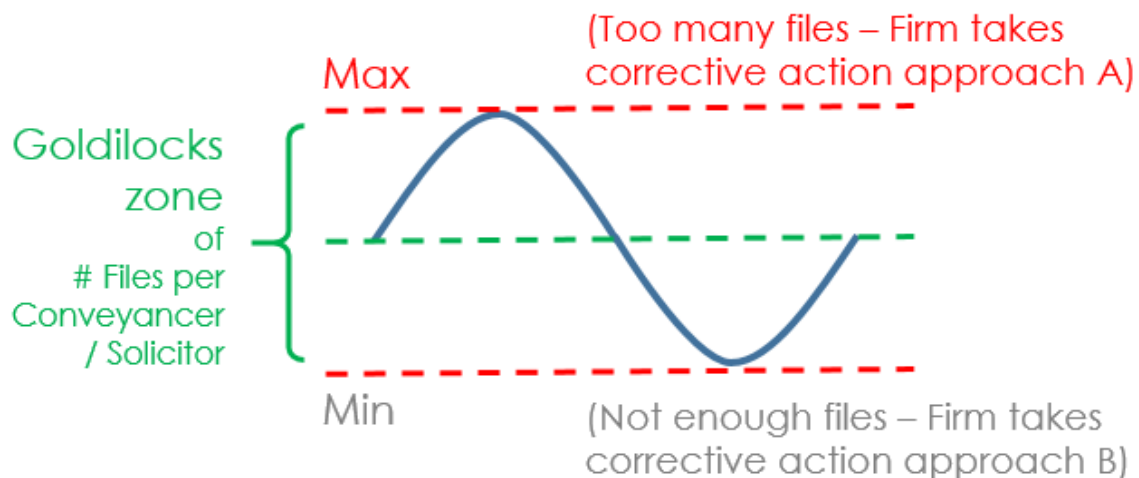
## Balanced caseloads

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.



**Many firms do not take this approach and end up with:**

- Patchy, **inconsistent** service.
- Customers and Conveyancers who are unnecessarily **stressed** & frustrated.
- Customers who are put at a much higher risk of **losing** their Sale or Purchase.

# Overview of the role:

We welcome applications from **unqualified but highly experienced** people.

Ideally, the role requires a minimum of 2 years PQE, and you will ideally be one of the following:

- A qualified Licensed Conveyancer (CLC).
- A qualified Legal Executive (CILEx).
- A qualified Solicitor (SRA).

Although the role requires certain qualifications and experience, we're sure you'll agree that none of us will ever know everything about Conveyancing, and so we're not expecting you to be the font of all knowledge - what we're really interested in is a desire for continuous learning and doing the best we can for our clients.

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

## No billing or completion targets

As mentioned, there are no targets - 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.

## 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 system dramatically reduces 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.

## Full holiday cover

We understand from personal experience that 'coming back from holiday' can be a challenge in terms of a backlog, which is why we ensure caseloads are fully covered during holiday periods.

Emails are answered and files are progressed to help provide peace of mind when you're away, and minimise the first week back overload (we've all been there!).

We offer a holiday allowance of 33 days (including 8 bank holidays) with up to 5 extra days for long service, along with 1 extra holiday to either volunteer in your local community or for your birthday :)

## No need to bring your own clients (unless you want to)

We do not expect or need you to bring your own clients through your existing contacts but, we understand that some Conveyancers will be keen to keep their referral contacts supported.

Conversely, we are aware that 'drumming up business' is not everyone's cup of tea, and we have an excellent process in place for securing new sources of instructions year on year, along with a sub-team dedicated to this business development activity.

For those who do prefer to get involved in business development, we support staff in '**getting away from the desk**' to meet up with Estate Agents and Mortgage Brokers, all helping to strengthen and develop any existing relationships you may have.

# 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. 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.

Please paste this link into your browser for more information:  
<https://goo.gl/PXZ3u5>

## **Partnership / Director**

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

### **Other benefits**

A variety of benefits exist including pension, bonus system, discounted legal services, free eye tests.



# Other points:

**Free parking** & no city centre traffic.

**Flexible working** with adjustable start / finish times with excellent work / life balance.

**Full administration support** team behind you, along with internal expertise in areas of people and performance management, problem solving, continuous improvement and high performance team development.

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*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.*

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