

Conveyancing Support Roles

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.

The role primarily involves the day to day support of Licensed Conveyancers and Solicitors as well helping junior colleagues to learn and develop.

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.
- **Full holiday cover** – Your work will be fully managed when you are on holiday or away from the office.



Overview of DP Conveyancing & how we work

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 person 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

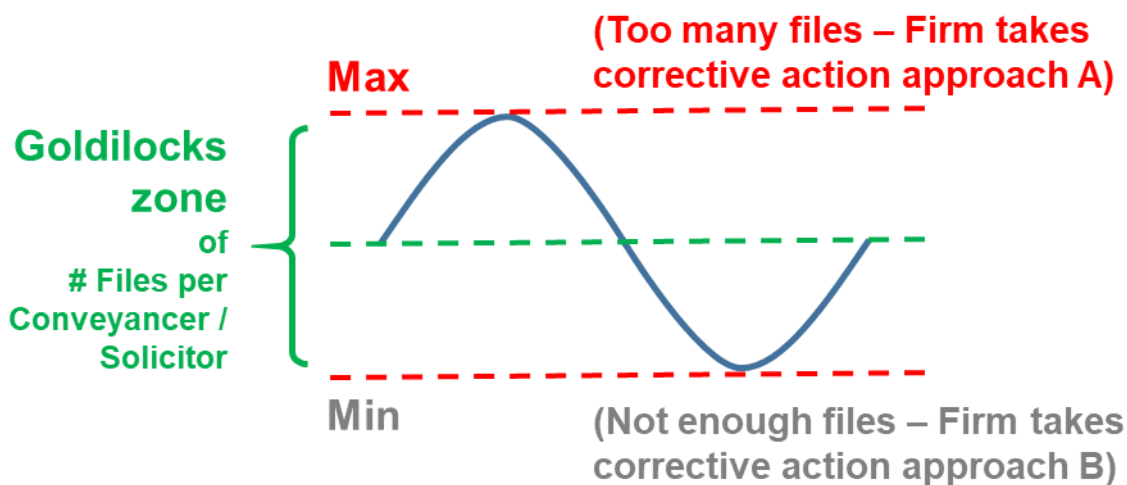
Balanced caseloads

for our Conveyancers and Support Team.



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 the firm.



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

- Patchy, **inconsistent** service.
- Customers who are unnecessarily stressed & frustrated.
- Conveyancers and Support Team members who are unnecessarily stressed & frustrated.

Overview of the role

- To support Conveyancers in day to day work.
- To provide secretarial support when required.
- To support junior colleagues as they learn and develop.
- To answer and make phone calls to and from clients, others solicitors, estate agents etc.
- To organise and maintain case files.

The successful candidate will be:

- Experienced and comfortable in handling telephone calls from Clients, Estate Agents, Other side etc.
- Experienced in supporting Conveyancers in a variety of areas.
- Capable of carrying out general office duties to a high standard.
- Able to maintain a high level of presentation and accuracy.
- Able to keep track of key dates.
- Able to liaise directly with clients and other professionals; making appointments and managing diaries.
- Able to assist with the development of office procedures.

The successful candidate will have the following personal qualities:

- Enthusiastic and hardworking.
- Have a keen eye for detail.
- Organised.
- Keen to learn.
- Keen to help junior members of staff to learn and develop.

It would be expected that an experienced applicant will be able to 'hit the ground running' in terms of the following types of activities:

- Handling telephone calls from Clients, Estate Agents, Other side etc.
- Process Memorandums of Sale from Estate Agent.
- Carry out and check pre-contract searches.
- Prepare Report on Searches.
- Prepare Report on Mortgage terms.
- Prepare replies to Completion & Undertaking form.
- Prepare Contract documentation to send to client for signature.
- Prepare and submit Land Registry applications.
- Obtain and check land registry documents and title deeds.
- Request redemption statements.
- Prepare Completion letters.
- Apply for OS1 & K16 searches at HMLR.
- Check replies to enquiries & support reports to client.
- Prepare completion statements.
- Prepare transfer deeds.

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

No 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.

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.

Training and Support (when things do not go 'right' at times)

We're sure you'll agree that none of us will ever know everything about Conveyancing Support areas, 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.

Our Support Team members have full, hands on support on a daily basis from our team of Licensed Conveyancers and Solicitors, so there is always someone to talk to about files, which we know is important.

As no one is perfect and no matter how proficient someone is, 'mistakes' tend to happen from time to time, and as a firm, we have the approach of seeing these as opportunities to improve.

Although that may sound like a cliché, it is how we work.

We know that everyone wants to come to work to do a good job and 99.99% of the time, so called 'mistakes' are actually due a process that is not 'fit for purpose' (rather than being due to the person).

We have a Continuous Improvement mindset and our approach is to focus on the improving the process, putting safety nets in place and an 'arm around the shoulder' when needed.

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 Support Team tasks 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.

Continuing Professional Development 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. We know career development is not for everyone and that some people just want to go to work and 'do their job' which is highly valued, and so we take a 'horses for courses' approach.

If career development is for you, then we can help increase your technical knowledge as well as developing management and team leader expertise, as well as progression to Licensed Conveyancer if that is your ambition.

The firm offers 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.

Other benefits

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

Free parking & no city centre traffic.

Flexible working with adjustable start / finish times can be arranged to support your work / life balance.

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
