



JOB PROFILE

Job Title: Conveyancing Assistant

Department: Dezrezlegal

Reporting to: To be confirmed

Location: Swansea

Salary: Dependant on experience

Main Purpose of the Role

To provide high quality conveyancing services to clients and estate agents within your allocated file load. To provide support and assistance to your line manager at all times.

Key Tasks and Responsibilities

1. Support your Conveyancer in the management of their caseload by actioning legal procedures as directed by your Conveyancer and providing feedback where required.
2. To comply with all Dezrezlegal policies and procedures at all times.
3. To deal effectively with clients and introducers both over the telephone and in written correspondence in order to provide advice and assistance to them in relation to residential property matters in England and Wales.
4. To provide the highest level of customer service to clients and introducers at all times.
5. To provide updates to clients and introducers frequently and wherever appropriate.
6. To return communications from clients and introducers within 2 hours wherever possible and within 24 hours without exception.
7. Verify client identification in accordance with Dezrezlegal's AML policy and procedure.
8. To maintain accurate and up to date records on all required applications at all times for the benefit of all parties and team members.
9. The timely and accurate preparation of contract papers.
10. Undertake OS1 and bankruptcy searches.
11. Review and answer additional enquiries.
12. Where appropriate to request additional information from third parties.
13. To progress matters to exchange in a timely manner.
14. The accurate and timely production of the file for exchange sign off.
15. The exchanging of contracts.



16. Prepare accurate and timely bills and completion statements.
17. To retrieve funds from clients in a timely manner to effect completion.
18. To report on Mortgage offers and Searches (Where your Conveyancer requests)
19. The preparation of SDLT documentation
20. The accurate and timely logging on of incoming items
21. Undertake completion day procedures.
16. To promote and develop the business for the benefit of dezrezlegal Ltd.
17. To attend courses relevant to your position and maintain Continuing Professional Development records as appropriate and required.
18. To maintain a good up to date working knowledge of relevant aspects of the law other than those specified above to allow cross discipline advice to be given.
19. To keep up to date with changes in the law and maintain and disseminate information to other colleagues in relation thereof.
20. To attend and contribute to team meetings.
21. To undertake such administrative duties as your Employer may reasonably require from time to time.
22. To observe strict credit control in relation to client matters in which you have prime responsibility.
23. To act in the best interest of your employer undertaking the above tasks and others reasonably considered by the Directors of your employer.
24. To deal with such matters as the Directors of Dezrezlegal Ltd in their discretion may reasonably require from time to time.



PERSON SPECIFICATION

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Department:	Dezrezlegal

Criteria required for the role.	Essential	Desirable
Educational Qualifications		<ul style="list-style-type: none"> • C or above GCSE or equivalent in English and Maths. • Law based qualification
Experience	<ul style="list-style-type: none"> • Working in a challenging customer service based industry. 	<ul style="list-style-type: none"> • Working with or in Estate Agency. • Working in a residential conveyancing environment.
Technical Skills	<ul style="list-style-type: none"> • Basic IT skills including proficiency in office packages including PowerPoint. 	
Skills and attributes	<ul style="list-style-type: none"> • Strong and confident communication skills. • The ability to build rapport quickly with a variety of people. • Excellent organisational skills. • Positive and enthusiastic personality. • Ability to work as an individual and within a team. • Ability to multi task effectively. • Willingness to 'get involved' • Customer service orientated. • Committed to delivering excellent results. • Common Sense please 😊 	<ul style="list-style-type: none"> • Sound Conveyancing knowledge from instruction to completion.