

Job description: Conveyancing Assistant

Job purpose	Working alongside conveyancing fee-earners to provide high quality efficient proactive conveyancing services to clients whilst maintaining excellent relationships with estate agents, lenders, referrers and other 3 rd parties. This is a fast-paced role with multiple and conflicting deadlines therefore you need to be highly organised, have knowledge of conveyancing and be an excellent communicator.
Reports to	Conveyancing Manager/Partner
Accountable to	Conveyancing Executives, Partners and Practice Manager
Hours	Monday – Friday 8:45 – 5:30
Location	Winston Solicitors 112 Street Lane Leeds LS8 2AL

Main responsibilities

Assist the fee-earner across the whole of the conveyancing transaction but specifically:

1. Respond to enquiries from clients, the other side, estate agents, referrers, lenders and other third parties in writing, in person or on the telephone
2. Pro-actively update clients with progress of their matter
3. Request searches, relevant documents, redemption statements, deeds and required information from the Land Registry, Search Providers, lenders and other 3rd parties
4. Draft transfer deed and replies to requisitions where required
5. Prepare for exchange of contracts
6. Prepare completion statements, bills and set the file up for completion,
7. File management – file notes, telephone notes, emails, updating case management system, dealing with incoming and outgoing post, filing,
8. Completing the closing file process
9. Managing and dealing with multiple and conflicting deadlines.
10. Communicate professionally with all parties, internal and external
11. Highlight any issues or concerns regarding the file to the fee-earner
12. Adhering to all anti-money laundering procedures, performing AML checks and compliance with the firm's accounting procedures
13. Managing fee-earner's emails in their absence
14. Any additional duties as required to help with the smooth running of the practice
15. To ensure confidentiality and security for all firm and client documentation and information.

Person specification

Essential Requirements

Experience/Knowledge

- Minimum of 1 year experience in a conveyancing department working as an assistant
- Experience using case management systems and Anti-Money Laundering Processes

Skills

- Must be proficient at using MS Office, particularly Word and Outlook
- Excellent English language and client care/customer service skills
- Excellent communicator with clients, colleagues and third parties
- Capable of using diplomacy, tact and sensitivity when dealing with others
- Excellent team player
- Ability to work autonomously
- Excellent time management skills with the ability to manage conflicting priorities effectively
- To have the initiative and desire to be able to raise the firm's profile
- Possess commercial awareness
- Ability to make timely and well considered decisions
- High attention to detail and accuracy with figures

Behavioural characteristics

- Excellent telephone manner
- Ability to inspire and motivate self and colleagues
- Commitment to continuous improvement and providing a high quality service
- Taking ownership for informed decisions and delivering quality outcomes
- High degree of personal integrity and commitment to fairness, diversity and equality
- Willingness to participate actively in training and development
- Genuine willingness and desire to progress themselves and the department/business they work within
- Professional appearance
- Excellent time keeper

Desirable Requirements

Experience

- Land Registry practice and procedure
- CQS protocol and procedures
- Use of FormEvo
- Managing caseload paperless or paper light.

Knowledge

- Law degree
- Knowledge of other areas of law