

JOB DESCRIPTION

Name

Role **Conveyancing Technician**

Reports to Team Leader

Line Management Secretarial/Support Staff (if applicable)

Primary Purpose To help the Firm to build upon our reputation as a first class law firm and to provide very best service to our clients.

Key Responsibilities

General Fee Earner Duties:

1. To satisfy our client's expectations fully in providing a high quality and value for money service.
2. To understand our client's needs and to communicate with them effectively about progress and costs.
3. To ensure full compliance with all the Firm's policies including:-
 - i. Quality Policy
 - ii. Matter Management - The Basics
 - iii. Billing Control Policy
 - iv. Time Recording Policy
 - v. Confidentiality Policy
 - vi. Money Laundering Policy
 - vii. Complaints Policy
 - viii. Risk Management Policy
 - ix. Health & Safety Policy
 - x. Holiday Policy
 - xi. Such other Policies as the Firm may from time to time include within the Staff Handbook or may otherwise introduce.
4. To comply at all times with relevant Professional Obligations including those laid down from time to time by:-
 - i. The Solicitors Regulation Authority
 - ii. The Financial Conduct Authority

5. To comply at all times with the Solicitors' Accounts' Rules and if aware that your actions may have breached these Rules to notify the COFA to this effect without delay.
6. To be aware of your obligations under the Solicitors Regulation Authority Codes of Conduct, to seek to comply with those obligations and if aware that your actions may have breached the Codes to notify the COLP to this effect without delay.
7. To ensure that your individual or Group fee target is achieved.
8. To take all reasonable steps to avoid negligence. If any circumstances arise which might give rise to a claim being made under the firm's Professional Indemnity Insurance Policy then to notify the Managing Partner immediately and thereafter to cooperate fully with the Managing Partner in the handling of any claim.
9. To make full use of Case Management and other computer systems including the use of the keyboard to directly input data onto the computer system.
10. To assist with the marketing of services provided by the Firm.
11. To contribute to the Group to assist in the development of all Fee Earners within the Group and to attend Group Meetings when held.
12. To maintain and develop your professional knowledge and (where appropriate) to ensure compliance with the Law Society's minimum requirements from time to time re: Continual Professional Development.
13. To attend and contribute to team meetings and provide input on enhancing the Firm's quality standards.
14. To carry out any other duties that might reasonably be requested from time to time by your Team Leader, Business Head or Partner of the firm.

Specific Conveyancing Duties:

15. To provide excellent client care and service to referrers and Solicitors.
16. Reporting on all aspects of the Conveyancing transaction pre-exchange to include: title checks and reports on Freehold, Leasehold Contract, Plot Purchases and Shared Ownership, reporting on mortgage offers and searches, raising enquiries, answering enquiries, file checking and signing off ready for exchange
17. To deal with telephone and general enquiries within the team

- 18. To assist in marketing and future proofing of the team
- 19. To show flexibility throughout the team to assist in progressing the transactions
- 20. Assisting team members with any questions they may have
- 21. To take on an deal with difficult/technical transactions
- 22. To provide locum cover for the Fee Earner/Team Leader as and when required.
- 23. To support the Team Leader in mentoring team members:
 - Identifying their training needs and aspirations
 - Provide training as appropriate
 - Supporting team members at a personal level
 - Providing feedback as to their progress

Discussions with Team Leader:

To discuss regularly with your Team Leader:

- The role of the Technician and any training required
- The monitoring of the performance of the team
- Marketing ideas
- Report upon and discuss issues raised by team members and discuss how to approach
- Training needs of team members
- Receive updates from the Team Leader as to any Management decisions that effect the team
- Referrer issues/new work

Consults with/
is consulted by

Team Leader, Business Head, Support Staff

Signed.....

Dated.....