



JOB PROFILE

Job Title: Conveyancing Lead

Department: Dezrezlegal

Location: Swansea. Hybrid Role

Salary: £40 - £45K

Main Purpose of the Role

As a Conveyancing Lead, you will motivate, coach, monitor and lead a small team of conveyancing professionals carrying 60 – 70 live files, to achieve high standards in conversion, compliance, and client care. You will handle escalated legal and client care queries while managing a small caseload of up to 40 residential conveyancing files, covering all transaction types.

Key Tasks and Responsibilities

1. **Team Leadership:** Lead your team with diligence, ensuring adherence to Dezrezlegal's policies, procedures, and professional standards to protect the interests of clients, mortgage lenders, and Dezrezlegal.
2. **Relationship Management:** Cultivate and maintain strong relationships with team-assigned introducers through regular updates, review calls, and ad hoc support.
3. **File Management:** Manage a diverse caseload of up to 40 active residential conveyancing files.
4. **Performance Analysis:** Monitor and analyze your team's file performance, offering solutions to meet targets related to completions, client feedback, timeframes, and revenue.
5. **Escalation Handling:** Serve as the first point of contact for legal and client care queries, introducer issues, and complaints that originate from within your team.
6. **Compliance Oversight:** Act as the first point of escalation for Anti-Money Laundering (AML) and Source of Funds matters within your team's file load.
7. **Reporting:** Provide regular performance reports to the senior management team, using data analysis to identify areas for improvement.
8. **Team Collaboration:** Work with support departments to promote a culture of teamwork and client care prioritization within dezrezlegal.
9. **Strategic Contribution:** Actively contribute to the dezrezlegal Executive Team, supporting the strategic development of the business to ensure ongoing growth and success.

PERSON SPECIFICATION

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Criteria required for the role.	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • CLC, Law Society, or CILEX Qualified 	
Experience	<ul style="list-style-type: none"> • Minimum of 3 years of post-qualification experience managing a mixed residential conveyancing caseload of 50 files or more. • Extensive experience with various residential conveyancing types, including New Build, Shared Ownership, Unregistered, and Auction properties. • Proven ability to manage relationships with introducer partners. 	
Technical Skills	<ul style="list-style-type: none"> • Proficient in IT, including basic MS Office applications and case management systems. • Comprehensive conveyancing knowledge from instruction to file closure, including: <ul style="list-style-type: none"> ○ Leasehold ○ Shared Ownership ○ Negative Equity ○ New Builds 	
Skills and attributes	<ul style="list-style-type: none"> • Communication: Strong, confident communication skills with the ability to build rapport quickly. • Organisation: Excellent organizational skills and the ability to multitask effectively. • Personality: Positive, enthusiastic, and motivated. • Leadership: Ability to lead and inspire team members. 	

	<ul style="list-style-type: none">• Collaboration: Capability to work collaboratively with all stakeholders to achieve common goals.• Customer Service: Commitment to delivering outstanding customer service.• Goal-Oriented: Target-driven with a proactive approach to getting involved.	
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This role is perfect for a seasoned conveyancing professional ready to lead a team and contribute strategically to Dezrezlegal's continued success. If you have the required qualifications and experience and possess the necessary skills and attributes, we encourage you to apply.