

JOB DESCRIPTION

Job Title:

Re-Mortgage Case Handler

Reports to:

Head of Department

Job Purpose:

To support the Head of Department in the provision of legal services by providing Conveyancing legal advice and assistance to clients.

Key Responsibilities

- To manage an agreed caseload of clients, providing appropriate advice and assistance in accordance with professional standards and internal quality requirements.
- To process cases on a timely and cost effective basis and in accordance with professional standards and internal quality requirements.
- To ensure that billing takes place promptly and that outstanding balances are collected as soon as feasible.
- To provide written, telephone and office costs estimates to Introducers and prospective clients with a full breakdown of costs and disbursements as requested.
- To develop and maintain good client and commercial contact relationships and enhance the firm's client base by effective liaison with existing clients and Introducers.
- To achieve all individual financial costs targets.
- To achieve all individual completion and instruction targets.
- To maximize the firm's potential to cross - sell services by identifying appropriate opportunities.
- To use the correct procedures and systems in order to manage cases effectively and in accordance with the firm's standards and legal requirements.
- To manage own work allocation, productivity and quality of work with minimum supervision.

Personal Qualities

Managing Yourself

- Self-motivated and willing to take responsibility for organising own activities to ensure that all targets and quality standards are met.
- Copes effectively in demanding circumstances
- Good time management adopting a flexible approach to work.
- Demonstrates persistence and commitment to completing tasks and objectives.
- Delivers work output to the required standard.
- Pays attention to detail and quality of work.
- Demonstrates a commitment to improving working practices and supports company plans and policies.

Working with People

- Ability to build and maintain working relationships with others and acts as a role model for the values of the Firm.
- Operates effectively as part of a team encouraging others to contribute ideas and seek improvements.
- Coaches and supports individuals to improve performance.
- Willing to offer help to all colleagues to ensure company success.

Managing Commercially

- Understands the importance of business targets and how they impact on their responsibilities.
- Considers the cost and profit implications of their proposals and decisions.
- Makes sound commercial judgments based on issues key to the success of the business.
- Knows when to seek guidance or further input from others before taking action.
- Checks that information is accurate and complete.
- Looks for new solutions to problems as well as tried and tested methods.

Communication Skills

- Able to express oneself both orally and in writing in a clear and constructive way.
- Willing to ask questions, listen to others views and accept advice.
- Willing to contribute ideas and seek improvements.
- Good client / Introducer handling skills both by telephone and face to face.

Experience Required

Essential

- Relevant degree or equivalent and post graduate qualification(s).
- Recent experience of handling client enquiries both face to face and by telephone.
- Demonstrates a commitment to personal development.

Desirable

- Recent practical experience of working in the legal profession
- Recent practical experience in Conveyancing client case management and fee earning
- Experience of leading and coaching a team
- Working knowledge of case management systems.
- Computer and software literate with good keyboard skills.