

JOB DESCRIPTION

JOB TITLE:	Legal Assistant		
REPORTS TO:	Team Leader		
DEPARTMENT:	Remortgage	LOCATION:	Leeds/Hull

PURPOSE

To manage a caseload of Remortgage transactions.

KEY RESPONSIBILITIES;

This does not set out every responsibility but provides an overview of the main areas of responsibility.

- Telephone liaison with lenders, brokers, borrowers and other external institutions
- Work towards the achievement of monthly completions targets whilst maintaining high quality standards.
- Where possible, identify process improvements.
- Identify and take ownership of potential problems, reporting the problem to your Team Leader.
- Ensure that all inbound and outbound correspondence, telephone calls, faxes and emails are actioned to agreed service standards and to a highly professional level.
- Update of case manager computer systems.
- Correctly interpret redemption statements and search results.
- Date-set and completion of files
- Draft Transfer of Equity and Deeds of Postponement.

Personal Qualities

- Excellent communication and customer service skills
- Ability to meet tight deadlines and targets and to work under pressure.
- Good team player, but also ability to work on own initiative.
- Good attention to detail.
- Good organisational skills.
- Good data input skills.
- Previous administrative/customer service/conveyancing experience.
- Experience of working in a high volume environment.

Employee Signature

Date