

JOB DESCRIPTION

JOB TITLE:	New Business Assistant		
REPORTS TO:	Team Leader		
DEPARTMENT:	Residential Conveyancing	LOCATION:	Leeds

PURPOSE

To manage a caseload of sale and purchase transactions in their early stages, ensuring cases are handed to the legal team as quickly as possible and with as much information as possible

KEY RESPONSIBILITIES;

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

- Ensure sale cases are handed over to the exchange team quickly after the contract has been issued,
- Identify additional documentation required, e.g. death/marriage certificate, unregistered deeds, grant of probate and chase this documentation;
- Chase initial payments and protocol forms regularly on sale matters;
- Administrative duties including both electronic and paper file management.
- Chasing customers, solicitors, estate agents, mortgage lenders and other third parties for information and documentation, including redemption statements and ID
- Ensure issues revealed in the initial questionnaires, e.g. third party monies, are identified and flagged as soon as possible,
- Chasing initial search payments on purchases,

Personal Qualities

- Excellent communication and customer service skills.
- Ability to meet tight deadlines and targets & work under pressure.
- Good data input skills.
- Good team player, but, also ability to work on own initiative.
- Good attention to detail.
- Good organisational skills.
- Previous administrative/customer service experience.
- Experience of working in a high volume environment.
- Any experience of conveyancing is desirable but by no means essential

Employee Name

Employee Signature

Date