



Case Officer

£18,500

An exciting opportunity for a new Case Officer to join our Birmingham office has arisen for someone who wishes to be part of a successful legal practice. This role covers 8.30 – 17.00, Monday to Friday and is inclusive of a one-hour lunch break. You will receive 20 days annual leave, plus bank holidays with additional time off for the Christmas closing period.

Direction Law is a firm proudly built on relationships. With a staff of over 180, and with over 40 years of experience, we are a niche firm offering a range of conveyancing and other legal services to Private Individuals, Housing Providers and Business clients

As a Case Officer you will play an important part in ensuring the team consistently delivers a high standard of work to meet the needs of our clients and work providers within agreed timescales. As our teams work to tight deadlines the ability to effectively prioritise workloads and stay calm under pressure is essential.

Please note, as part of your learning programme you may be required to attend our Canterbury office for 2 days for training although the bulk of your learning will be based at the Birmingham office.

Key Duties of the Role:

- Dealing directly with clients, Housing Associations and their solicitors, estate agencies, mortgage companies and brokers on the telephone and by email.
- Progressing conveyancing files from start to post completion in a timely fashion and chasing relevant parties as often as is necessary to achieve that purpose.
- Reporting to and keeping clients updated on their files.
- Ensuring all necessary requirements/legal obligations are met throughout the transaction.
- Updating checklists and charts for internal and external use.
- Attending occasional marketing open days and events if requested.
- Report all issues of concern to the Head of Department or as they may direct.
- To adhere to policies and procedures of the Firm.
- To administer daily work within the restrictions of GDPR, Law Society Conveyancing Quality Scheme and Solicitors Regulation Authority.
- To undertake additional tasks as deemed reasonable to meet the needs of the

team in the delivery of excellent client service.

The ideal candidate will:

- Have a minimum of 5 GCSEs A – C or equivalent (Essential).
- Have an interest in developing a career in the legal sector (Essential).
- Have experience using a case management system (Desirable).
- Have excellent communication skills, both written and oral and will be confident in dealing with people on the telephone.

We are a hard working team with a 'can do' approach to providing outstanding service and so we welcome applications from likeminded people.

If you are interested in this position and would like to be considered, please send your CV with covering email to recruitment@directionlaw.co.uk.

You must be eligible to work in the UK.

No agencies, thank you.