



## **Pre-Exchange Case Officer**

**£17,500**

An exciting opportunity has arisen for a Pre-Exchange Case Officer to join our New Build Outright team. This role covers 8.30 – 17.00, Monday to Friday and is located at our head office based in Canterbury.

Direction Law is a firm proudly built on relationships. With a staff of over 180, and with over 45 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. Our expertise and increased market share allows us to continually expand our business to meet the demands of our work providers and clients. We are looking for enthusiastic individuals to join our business, who wish to be part of our success.

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 the timescales required by our clients and the work providers.

### **Key Duties of the role:**

- Dealing directly with clients, developers and their solicitors, estate agencies, mortgage companies and brokers on the telephone and by email.
- Progressing purchase files from instruction to exchange of contracts.
- Reporting to clients on important documentation.
- Ensuring all necessary requirements/legal obligations are met throughout the transaction.
- Chasing outstanding documentation.
- Updating checklists and charts for internal and external use.
- Attending occasional marketing open days and events if requested.
- Any other ad hoc tasks.
- Ensuring Firm policy and procedure is adhered to during the transaction.
- Participate in all training programmes initiated by the Line Managers.
- 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.

**Requirements:**

- Knowledge of the conveyancing process is desirable.
- Team player.
- Excellent communication skills, both written and oral and will be confident in dealing with people on the telephone.
- Ability to effectively prioritise your workload and stay calm under pressure is essential.
- Experience using a case management system is desirable.

To be considered for the role you will have a minimum of 5 GCSEs A – C or equivalent and have an interest in developing a career in the legal environment.

If you join our team, you will be given full training to ensure you are confident in your ability to deliver a great standard of work.

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](mailto:recruitment@directionlaw.co.uk).

You must be eligible to work in the UK.

No agencies, thank you.