

# JOB DESCRIPTION

**Job Title: Remortgage Team Leader**

**Date:** November 2016

**Location: St Leonards**

**Reporting to: Legal Director**

**Functional responsibility to: Remortgage Department**

**Regular relationships:**

Legal Director.  
Managing Director.  
Remortgage Case Handlers.

**Immediate subordinates: Remortgage Case Handlers**

**Key Tasks & Activity**

**Standards of Performance**

1. Leading the Remortgage Team

- To carry out tasks required in the daily supervision of the Remortgage Team. Including but not limited to:
  - General enquiries from the team.
  - Carrying out periodic meetings with members of the team to ensure performance standards are met.
  - Providing adequate training and guidance to new and existing team members to ensure compliance with our service standards.
  - Ensuring any new staff is professionally and competently inducted into their role.
  - Motivate staff to meet standards required.

Performance will be measured by the Legal Director

2. Reports

- Producing Daily, Weekly and Monthly Reports for internal and external purposes, including but not limited to;
  - Daily MI Report
  - OCE/MD Check
  - Monthly Performance Report
- To be proactive in Reporting on any areas that are cause for concern or that can be improved upon.
- As required, to produce reports promptly and accurately for third parties.

Performance will be measured against the accuracy of the Reports.

3. Managing a Remortgage Caseload

- Refer to the Remortgage Case Handler job specification (enclosed).

As per Remortgage Case Handler job specification and at capacity agreed with the Legal Director.

3. Customer Service

- To ensure that the Remortgage Team provides a high level of customer service to all parties involved in the remortgage transaction, and to deal with complaints/escalations in the first instance.

<p>5. <u>Relationship Management</u></p> <ul style="list-style-type: none"> <li>• Maintain and improve, where possible, relationships with our lender clients, ensuring that any enquiries are dealt with promptly and efficiently.</li> <li>• When appropriate, attend external meetings/events and represent Conveyancing Direct in a professional manner.</li> </ul>	<p>As required</p>
<p>6. <u>Other</u></p> <ul style="list-style-type: none"> <li>• Other duties and responsibilities as the role develops and the Company grows.</li> </ul>	
<p><b>Resources available</b></p> <ul style="list-style-type: none"> <li>• Desktop computer with Microsoft Office Package</li> <li>• Various digital printers and scanners</li> <li>• Telephone system with headsets if appropriate</li> <li>• Use of e-mail and access to the internet for work purposes only</li> <li>• Company Intranet and Public Folders</li> </ul>	
<p><b>Qualifications required</b></p> <p>[DESIREABLE/ESSENTIAL]</p> <ul style="list-style-type: none"> <li>• GCSE, or equivalent in Maths and English with a minimum grade C.</li> <li>• A levels, or equivalent, in Maths and English with a minimum grade C.</li> <li>• CLC Licence for Property Lawyers</li> <li>• SRA Certificate</li> </ul>	
<p><b>Skills Required</b></p> <ul style="list-style-type: none"> <li>• Relevant experience would be an advantage</li> <li>• Previous experience in an office environment is desirable</li> <li>• Knowledge and experience of Microsoft Office, especially Word, Excel and Outlook is essential</li> <li>• Excellent communication skills, well-spoken and personable; able to get on with diverse personalities</li> <li>• Friendly and approachable</li> <li>• Reliable and consistent</li> <li>• Helpful and positive attitude</li> <li>• Flexible attitude to working practices and demands</li> <li>• Responsible, professional and trustworthy</li> <li>• Good time management and organisational skills</li> <li>• Good literacy and computer skills, especially Word and Excel.</li> <li>• Strong organisation, planning, problem-solving and multi-tasking skills</li> <li>• Confident, resourceful and practical</li> <li>• Self-motivated with the ability to work alone or within a team</li> <li>• Personal commitment to equality and diversity</li> </ul>	
<p><b>Training</b></p> <p>Mandatory training such as AML, Customer Service and Data Protection will be provided by the company. External training is supported by the Company by prior agreement and where appropriate. Training will also be provided by the team manager where appropriate.</p>	
<p><b>Conditions:</b></p> <p>Working hours:                   Dependent on the job role and will be advised at job offer stage</p> <p>Holiday:                           20 days holiday plus Bank Holidays</p> <p>  Additional holiday days accrued at 1 day for every year's service in the annual leave year following completion of the 1 years' service increasing annually thereafter by one day up to a maximum of 5 additional days. Holiday year runs from 1<sup>st</sup> January to 31<sup>st</sup> December.</p>	

Any holiday entitlement will be pro-rata for part-time employees.

**Pension:** Enrolment into Company Workplace Pension Scheme 3 months after joining.  
Company stakeholder pension scheme is also available.

**Terms:** Company Terms and Conditions of Employment and policies and procedures provide further details.

**Note:** **If you are a current employee transferring to a new position/department please see your letter of confirmation for changes in terms and conditions, if any.**