

## **Conveyancing Support Team Member (12 Month Fixed Term Contract)** **MHM Office: Leicester Frances Way**

Conveyancing is at the heart of what we do and as a Conveyancing Support Team Member you will be critical in providing proactive telephony cover so it is essential that you have strong communication and customer service skills to support our Regional conveyancing teams. You will provide invaluable assistance in helping conveyancers to complete business critical tasks.

We are looking for individuals that are hands on and driven with exceptional communication skills. You will inspire others with your passion to support conveyancers through their workload and have the ability to communicate with other departments, clients and third parties in a professional, clear and concise manner. Ideally we are looking for individuals from a customer support or client facing background with experience of handling inbound and outbound phone calls, whilst also being able to carry out general administrative duties to a high standard.

With great opportunities to develop and progress within the organisation, this is an excellent role in which to begin your professional career at My Home Move.

### **The Role**

- Provide telephone support to the legal team
- Communicate with clients and third parties in a professional manner
- Provide excellent customer service
- Make outgoing calls and handle incoming calls as and when required
- Assist the team to ensure company targets are met
- Proactively chase third parties by telephone
- Where and when required carry out general administrative duties to a high standard
  - Processing tasks such as:
    - Chasing sale memorandum's, landlords details, initial payments for searches, obtaining copies of client identification
    - Obtaining redemption statements
    - Confirming instructions
- Work to and maintain Service Level Agreements

### **The Person**

- Strong communication skills
- Excellent people management skills coupled with an ability to engage with colleagues at all levels
- Ideal, but not essential, to have experience from a support and customer focused environment
- Strong organisation, prioritisation and time management skills
- Strong verbal and numerical skills
- The ability to deal with people from all backgrounds.
- Accuracy and attention to detail
- A desire for continuous personal and professional development

### **The Company**

My Home Move is the UK's largest Conveyancing business with over 900 employees and is the UK's fastest growing suppliers of conveyancing support to a variety of residential and blue chip clients. Our excellent service to our customers has allowed for market growth which means we continuously seek new and fresh talent to complement our current team as well as developing our people to reach their full potential. Join our team and look forward to a challenging and rewarding role, with great results bringing great opportunity for recognition and promotion.

If you are interested or know someone who would be interested in this role, please apply by sending your CV and a covering letter to [recruitment@myhomemove.com](mailto:recruitment@myhomemove.com)

**Closing date: 23<sup>rd</sup> August**