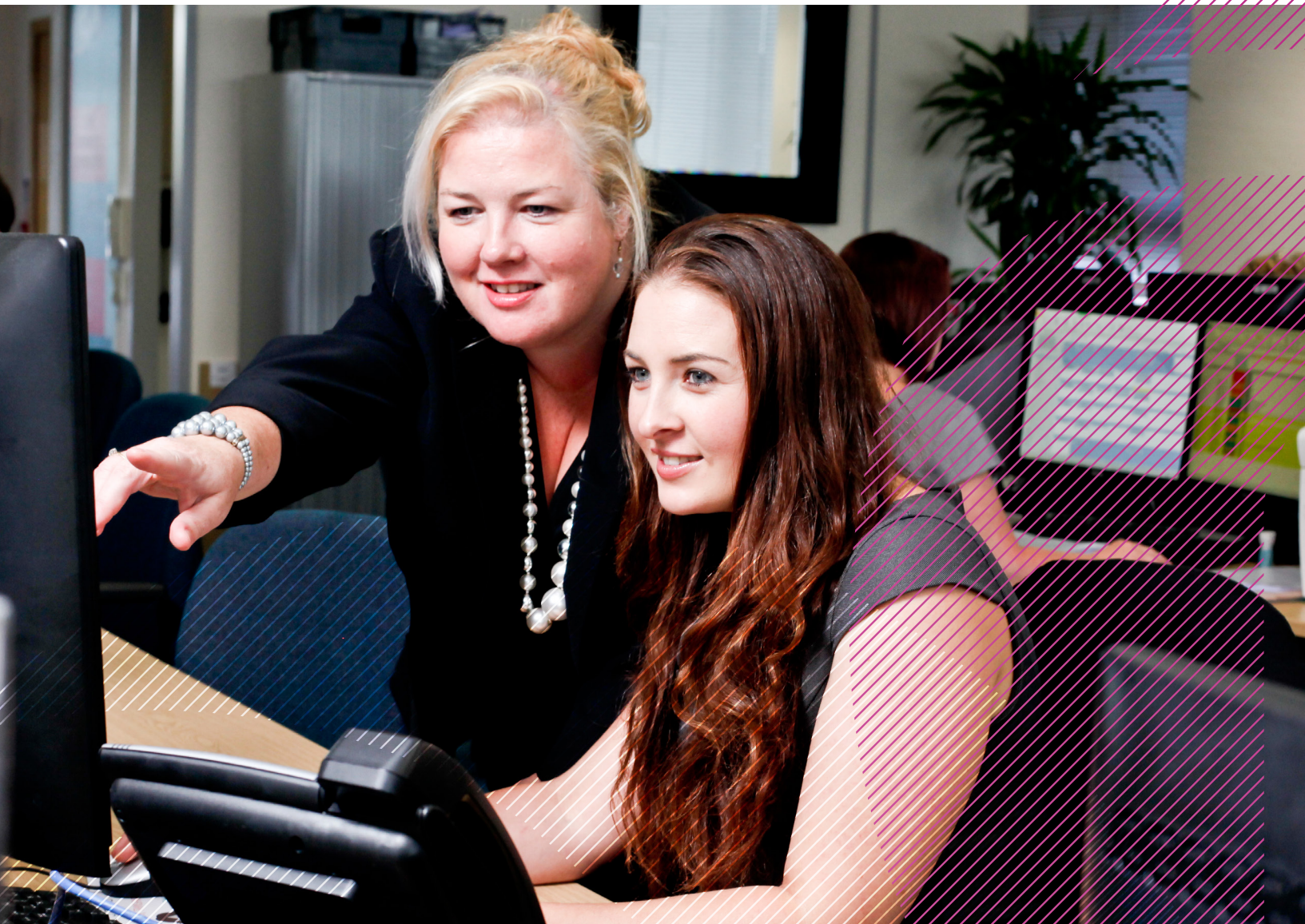




## Conveyancing Candidate Pack



# Company Overview

My Home Move is the UK's leading provider of mover conveyancing services, helping more people to buy and sell their properties each year than any other conveyancer.

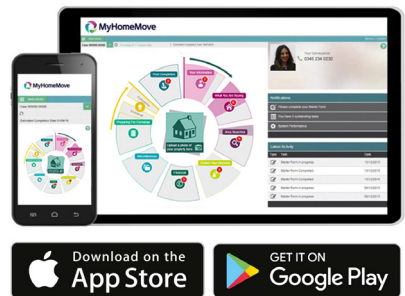
Investment in our infrastructure, technology, processes and people has allowed our growth to continue. We aim to deliver an excellent and unique service to all our customers and are looking for innovative and customer-focused individuals to join our ever-expanding team.

### Why are we different?

Our innovative approach to conveyancing is something we are proud of and is key to our multi award-winning service. Enhanced digital document processing, extended opening hours and off-shore support are made possible through our offices based in Pune and Baroda, India.

At My Home Move we pride ourselves on creating a comfortable working environment with a family atmosphere. Several employees have been with us since the beginning, all having been presented with 10 year service awards. Employee numbers have risen steadily over the years, adding to the talent pool and helping us to prepare for the future.

One of our unique selling points is eWay, our online case-management service, which blends technology with personal conveyancing. eWay minimises delays, keeps clients informed and helps move cases towards exchange and completion quicker by allowing clients to manage their cases from anywhere, at any time.



### Award Winning Conveyancing



# Mission & Values

Our mission is to revolutionise the customer experience of conveyancing by combining innovative technology with unrivalled expertise and exceptional customer care.

EXCEPTIONAL  
CUSTOMER CARE



UNRIVALLED  
EXPERTISE

INNOVATIVE  
TECHNOLOGY

## Our Values

### Engage and Inspire

- We help to simplify the legal process.
- We keep all communication clear, positive and easy to understand.
- We excite our audiences.

### Build Relationships

- We ensure that a positive customer experience is at the heart of everything we do.
- We look after, protect and empower our clients and introducers.
- We help each other.

### Lead by Example

- We bring energy and a positive approach to everything we do.
- We are dedicated, open and honest.
- We inspire and support others by going the extra mile.

### Deliver Excellence

- We deliver to the highest standards of expertise with the quickest completion time.
- We get all aspects of our work right first time.
- We use our experience and robust systems to ensure we deliver excellence.

### Shape the Future

- We are thought leaders continually improving our customers' experience.
- We look to improve everything and embrace new thinking and ideas.
- We are at the forefront of developing innovative, intuitive, time-saving technology and are first in the market to deliver change.



# Learning & Development Academy

All staff benefit from our comprehensive development programme, provided by our in-house Learning & Development Academy.

My Home Move's award-winning Learning & Development Academy delivers practical and technical training which assists our employees to gain real conveyancing experience and develop the skills to deliver a first-class service whilst supporting the ongoing continuing professional development requirements of the Solicitors Regulatory Authority, the Council of Licensed Conveyancers and The Chartered Institute of Legal Executives.

New for 2017, we will be offering apprenticeships to both new and existing employees, providing the opportunity to gain recognised qualifications relevant to their particular specialist area. For conveyancers we will be offering programmes to become a Conveyancing Technician or Licensed Conveyancer.

During the Company Induction, all new employees receive a welcome from the Board of Directors. Our trainee conveyancers then complete a six-week programme of activities, designed to ensure they are fully equipped to use our systems and provide exceptional customer care from the moment they join the team. More experienced candidates benefit from a training programme tailored to their specific needs, including an introduction to our award-winning processes.

Development and progression continues, as all of our conveyancers are encouraged to experience more varied and complex cases and to progress through My Home Move's conveyancing career paths. As our employees progress, they have the opportunity to develop their experience and further their careers with our innovative Leadership and Management programme, which is endorsed by the Institute of Leadership and Management (ILM).

In 2014, we launched our Virtual Academy, a state of the art online learning service, giving all of our employees access to training materials, as well as eLearning modules and tests. We understand that everyone learns in different ways, so the Virtual Academy is designed to offer an alternative experience to traditional classroom training and supports our commitment to blended learning.

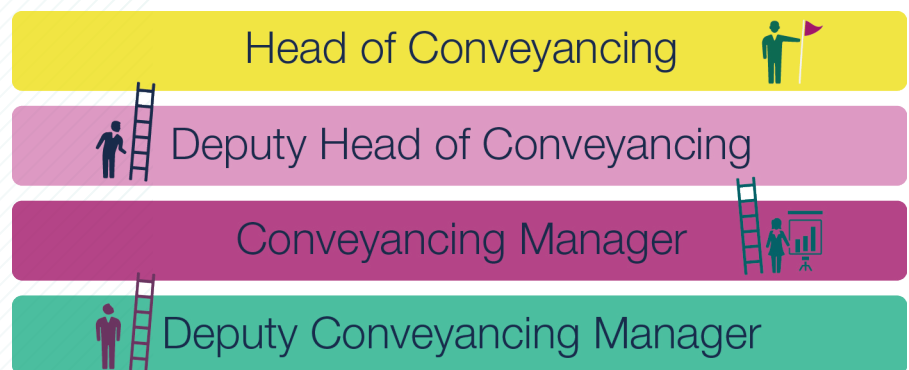


# Conveyancing Career Paths

We are committed to giving all of our employees the opportunity to shape their future. They can take control of their own career by following our Leadership or Technical career paths.

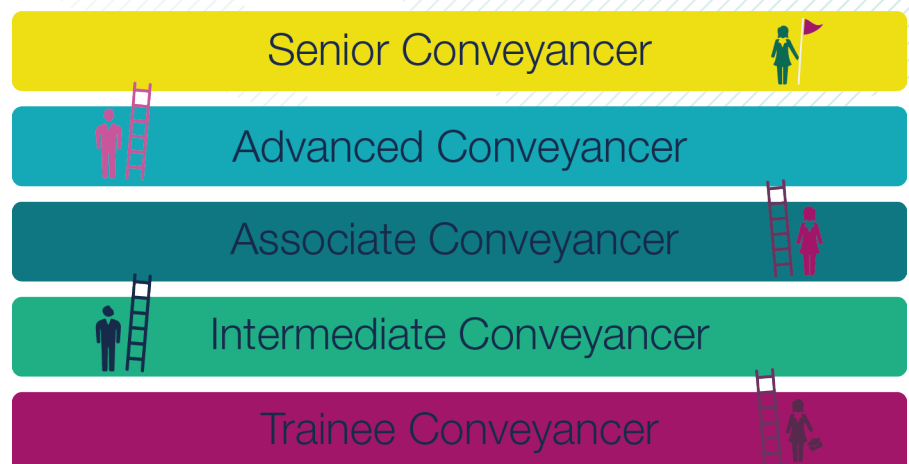
## Conveyancing Leadership Path

At My Home Move, we offer our employees the unrivalled ability to progress their careers through a variety of management and leadership positions. In addition to providing industry-leading technical training, we develop exceptional leadership skills through our Management and Leadership Development programmes which are endorsed by the Institute of Leadership and Management.



## Conveyancing Technical Path

As a Conveyancing expert at My Home Move, employees will be able to progress their career through a variety of roles, whilst developing technical expertise and qualifications through My Home Move's Learning and Development Academy. We provide accelerated development programmes to enable our Conveyancers to take control of their own progression.



# Rewards & Benefits

My Home Move offers highly competitive company benefits to its employees, including:

- **Bonus Scheme** - The company provides a discretionary bonus scheme, paid annually, rewarding individual, team and company performance.
- **Holidays** - Employees are entitled to 25 days holiday per calendar year, plus statutory bank holidays. Employees may, if they wish, sell back an agreed proportion of their holiday to the company under the 'Holiday Sell Back Scheme'.
- **Pension** - Employees who join the scheme benefit from a company contribution, as well as their own.
- **Medical Cover** - All employees can join the Private Medical Scheme, and subject to their role in the company, will be eligible for either single or partner/family cover.
- **Income Protection Insurance** - Employees are eligible for support when they have been continuously absent from work due to illness for more than 26 weeks.
- **Life Assurance** - Employees are provided with life assurance cover of four times their basic salary.
- **Season Ticket Loans** - Employees can reduce the cost of public transport to and from work by applying for an annual, interest-free season ticket loan up to a maximum value of £10,000.
- **Professional Development Programme** - We provide on-going training for all employees, through the Learning & Development Academy, ensuring our conveyancing professionals are able to maintain and build upon their expertise and knowledge.
- **Professional Fees** - The company reimburses employees' annual membership fees to specialist professional bodies such as the Council for Licensed Conveyancers.
- **Training Contracts** - My Home Move has Authorised Training Provider status from the Solicitors Regulation Authority, enabling us to offer training contracts to successful applicants to train to be qualified Solicitors.
- **Further Education Assistance** - Training is funded by the company, subject to eligibility.
- **Childcare Vouchers** - The value of the vouchers is taken from gross salary before deductions, so the employee does not pay tax and National Insurance contributions on the amount of the vouchers.
- **Cycle to Work Scheme** - This enables you to obtain a new bike with at least 32% discount. The value is taken from gross salary before deductions, so the employee does not pay tax and National Insurance contributions.
- **Dental Insurance** - This enables you to cover yourself and family for dental treatment via deductions from Payroll.
- **Employee Assistance Programme (EAP)** - Our EAP provider, provides free confidential advice and support 24 hours a day, every day.
- **Free Legal Costs** - Employees buying, selling or remortgaging their home are not charged the legal fees for their conveyancing, if they use our service.
- **Family and Friends Conveyancing and Introduce a Referral Partner** - The company will make a payment to employees for recommending family or friends to use our conveyancing services or for successfully introducing a new referral partner.
- **Recommend a Friend** - The company will make a payment to employees for recommending one or more friends or family members for employment with us, if they are successful in their application and join the company.
- **Hours of Work and Shift Patterns** - My Home Move operates from 8am-8pm during the week (except Fridays when we close at 7pm) and also at the weekends; 9am-4pm on Saturdays and 10am-3pm on Sundays. We are able to offer flexible working arrangements, subject to agreement,

# How do employee benefits work?

A Rewards and Benefit package that could be available to you.\*

<b>Annual Salary</b>	<b>£28,580.00</b>
Gross annual salary at <b>1st April</b> .	
<b>Bonus / Commission</b>	<b>£1,558.00</b>
This includes all gross payments including seasonal supplements, commission or the value of vouchers paid to you in the year.	
<b>Private Health Insurance</b>	<b>£380.15</b>
The amount paid by the company for your private healthcare cover.	
<b>Income Protection Insurance</b>	<b>£86.94</b>
The cost of your long-term sickness available after you have been absent from work for a period of 26 weeks.	
<b>Training Investment</b>	<b>£354.00</b>
The amount the company has invested in your training and development during the year.	
<b>Pension Scheme</b>	<b>£285.80</b>
This is the value of the employer contributions My Home Move has paid into your pension this year.	
<b>Childcare Vouchers</b>	<b>£933.00</b>
The amount you have saved in tax and National Insurance as a result of your childcare vouchers provided by Computershare.	
<b>Professional Membership Fees</b>	<b>£400.00</b>
The fee paid for your annual membership of a legal or specialist professional body.	
<b>Recommend a Friend</b>	<b>£6,500.00</b>
The amount paid to you for successfully recommending one or more friends or family members for employment with My Home Move (£1,500 paid for an Associate Conveyancer, £5,000 paid for a Senior Conveyancer).	
<b>Family and Friends Conveyancing and Introduce a Referral Partner</b>	<b>£160.00</b>
The commission My Home Move paid to you for recommending family or friends to use our conveyancing services or for successfully introducing a new referral partner.	
<b>Holiday Sell Back Scheme</b>	<b>£219.86</b>
The cost of the holiday days you decided to sell back to My Home Move in the year.	
<b>Free Legal Costs</b>	<b>£644.00</b>
The amount you saved when you moved home and My Home Move did not charge you the legal fees for your conveyancer.	
<b>Life Assurance Cover</b>	<b>£66.08</b>
The cost of your Life Assurance cover provided by Union Mutual which will pay four times your basic annual salary in the event of your death.	
<b>Total</b>	<b>£40,167.83</b>

\*Based on a Experienced Conveyancer role.



# Read what our employees say about working with us...

"I joined the company in early 2014 as a Trainee Conveyancer and I have to say it was the best choice I could have made. I entered into an extensive training programme through the Learning & Development Academy, which taught me everything I need to know; from speaking to clients, to responding to all manner of legal enquiries.

I moved to the My Home Move Manchester office in April 2014 and progressed to become an Associate Conveyancer. Then in May 2016, I was promoted when I was offered the position of Deputy Head of Site at our Northampton office. As my progression has continued I now have my own National Network Conveyancing team and I am really excited about ensuring everyone believes in the My Home Move way of conveyancing."



Michael Brazier -  
National Network Conveyancing Manager

"I came to work at My Home Move in May 2015 after working at a different provider for over 10 years. From the day I started I have been made to feel welcome and instantly felt part of the team.

I began my My Home Move career as an Intermediate Conveyancer, progressed quickly to the Associate level and recently I have been promoted to Deputy Conveyancing Manager.

The My Home Move Learning & Development Academy was definitely what attracted me to the company and I have not been disappointed. The level of support across the organisation is second to none, with the team managers and the Learning & Development team always available. Making the move was certainly one of the best decisions I have made".



Catherine Staniforth -  
Deputy Conveyancing Manager

"I joined My Home Move over 10 years ago now with no previous experience of conveyancing. What interested me most about the company was the great career opportunities. My first role was with the Remortgage Team, where I was guided through the conveyancing process and learned all there was to know about the role of a conveyancer. One of the best things about working for My Home Move is how much you learn from the people around you. Plus there is a fantastic Learning & Development Academy

which I think sets us apart from other companies in the industry and it has helped me to progress my career.

In 2015, I became the Panel Account Manager. This role allows me to draw on my conveyancing knowledge to help build relationships with our panel lawyers. Every day is different, from conference calls, to visiting our introducers office one day a week, spending time with agents or training panel lawyers, I enjoy the variety".



Phillip Voss -  
Panel Account Manager



# Read what our employees say about working with us...

"Prior to joining My Home Move in February 2016, I worked in central Leeds for large legal firms and a few smaller ones, which gave me an excellent grounding in residential conveyancing. I was curious about My Home Move as I was aware they were a large conveyancer with a number of offices around the UK. The home-working aspect of the National Network Conveyancing role was very important to me, being a mother of two young boys, the role sounded perfect.

I have great support and due to our appointment calling system and working alongside eWay, clients do not need to continuously call for updates. This improved technology and customer support service is definitely more helpful to clients, making the whole process much more user friendly and less stressful. Joining My Home Move has been the best decision I have ever made".



Maria Malik -  
Senior National Network Conveyancer

"I joined My Home Move in May 2014 after completing the Legal Practice Course at De Montfort University. Prior to this, I had obtained a degree in Criminology and Social Policy at Loughborough University and proceeded to undertake the Graduate Diploma in Law, which is essentially a conversion course for non-law graduates. After graduating from the L&D Academy I was placed on a team, where I was given a small caseload to begin to manage.

After working up to Associate Conveyancer, I applied to take one of the Solicitor training contracts which started on 4th January 2016 and will last for 2 years. Working at My Home Move has afforded me some fantastic opportunities, which I have grabbed with both hands and this has all happened for me in less than two years. There is a real community spirit from everyone and as long as you are willing to work hard, you can take your career into your own hands".



Matthew Fox -  
Trainee Solicitor

"I joined My Home Move in August 2012 as an Associate Conveyancer and within a year I was promoted to Advanced and then Senior Conveyancer. I was able to progress my career further when I was subsequently offered the role of Deputy Conveyancing Manager and then appointed Conveyancing Manager in January 2014. In April 2016, I was promoted to Deputy Head of Site in Northampton and I currently have 4 Conveyancing Managers reporting to me.

Moving to My Home Move was definitely the right decision for me, the highlight being my career progression. Being able to do this wasn't about being a Solicitor or having a strong legal background; we are all about customer service and providing the best service possible to our clients. This suits me well, as I love to help people and make their moving experience as stress-free as possible. I felt I was recognised for my strengths from day one and to me that is what makes My Home Move stand out".



Sara Kenlay -  
Deputy Head of Site

# My Home Move Charitable Trust

We are committed to supporting good causes and charities that help provide comfort, shelter and accommodation for children and adults in our communities and beyond.

## My Home Move Charitable Trust

The My Home Move Charitable Trust was set up in 2013, to bring together the charitable activities being conducted across the company. Money raised for the trust is distributed to our chosen good causes, which fall into two groups; 'Do The Right Thing' and 'Other Causes'.

## Do The Right Thing (DTRT)

Do The Right Thing is the internal name we give to the work that we do for the good causes and charities that My Home Move supports. DTRT grew from the passion of our people, to lead by example and help those less fortunate than ourselves. DTRT supports four good causes, all of which have had personal, as well as financial support from staff in various parts of My Home Move.

In 2016 we raised over £23,000 for our good causes, and since we launched this in 2011, we have raised over £68,000.



**The Bridge Homeless Shelter** in Leicester city centre provides a safe and warm place for many of the city's homeless.



**The Snehalaya Children's Home** in India cares for and educates 50 children with cerebral palsy and multiple disabilities.



**The Mustard Tree** in Manchester operates across the city, offering a range of services to Manchester's marginalised and homeless people.



**The Hope Centre** in Northampton city centre supports many of the city's vulnerable and homeless people by providing food, showers and clothing for those living in poverty.

# My Home Move Family & Community

We believe in celebrating success and take every opportunity to appreciate our employees for their hard work and commitment.

Annual Awards



Christmas Jumper Day



Halloween



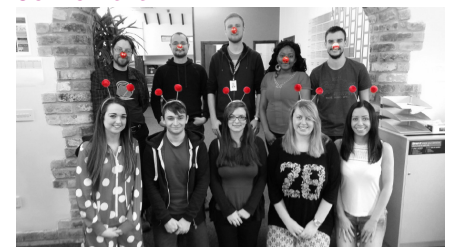
Charity Trek



Family Fun Day



Comic Relief



Danceathon



Do The Right Thing



Quiz Night





## Contact us...

Head Office	5 Barton Close	The Maltings	Linley House	Merchant House
Frances Way	Grove Park	Blisworth Hill Farm	Dickinson Street	30 Cloth Market
Grove Park	Enderby	South Entrance	Manchester	Newcastle upon Tyne
Enderby	Leicester	Stoke Road	M1 4LF	NE1 1EE
Leicester	LE19 1SJ	Blisworth		
LE19 1SH		Northamptonshire		
		NN7 3DB		

### To contact our Recruitment Team:

**T:** 0116 240 5511  
**E:** [recruitment@myhomemove.com](mailto:recruitment@myhomemove.com)

### To contact our Learning & Development Academy:

**T:** 0116 240 5509  
**E:** [learninganddevelopment@myhomemove.com](mailto:learninganddevelopment@myhomemove.com)

[www.myhomemove.com/careers](http://www.myhomemove.com/careers)