

## **Experienced Introducer Office Conveyancers (IOC) Introducer Offices in Colchester, Wolverhampton, York, Solihull & Whiteley (near Southampton)**

Due to the market leading position of My Home Move we are able to offer an exciting new position for experienced Conveyancers to work in partnership with some key My Home Move Introducers (Estate Agencies/Lenders/Brokers etc) in locations around the UK, working solely on their conveyancing transactions.

The Introducer Office Conveyancer (IOC) will act as the key relationship interface between the Introducer, their Conveyancing Manager and their My Home Move Account Manager. The IOC will manage a portfolio of Introducer cases, delivering inspirational client service on site.

The network of IOC employees is expanding as more and more introducers see the benefits of having the unrivalled knowledge of My Home Move conveyancing talent onsite. The portfolio may include freehold and leasehold transactions including new build, unregistered and shared ownership properties.

We are looking for natural self-starters with the ability to continuously deliver excellent client service, whilst motivating and developing others. A role model in every sense, your leadership, influence and drive will ensure both team and personal targets are exceeded.

This role uses My Home Move's remote terminal services environment to carry out work remotely from an Introducer office under the My Home Move banner, whilst still having the benefit of all the same benefits and development opportunities as office based employees.

### **The Role**

- Work closely with the Introducer team to deliver a high level of support to their operations
- Act as the key relationship interface between the Introducer, their Conveyancing Manager and team and their Account Manager
- Be responsible for a reduced portfolio of cases, performing a full range of conveyancing duties
- Provide information and clarity to the Introducer across your own portfolio and the broader teams
- Actively encourage and coach the Introducer team to optimise their use of the le-way system
- Act independently when establishing priorities and managing deadlines
- Create and maintain strong relationships with the broader team
- Utilise your extensive experience and knowledge of residential conveyancing
- Assist team members as and when required
- Communicate, build and utilise relationships, with clients and third parties in a professional and knowledgeable manner
- Provide excellent customer service
- Work to and maintain Service Level Agreements

## **The Person**

- Natural self-starter with the ability to be flexible and empathetic to deliver introducer and client needs
- Actively demonstrate the My Home Move values and promote the My Home Move brand in all of your business operations
- Adaptable and embrace change
- Ability to prioritise and adapt to meet client and business needs
- Excellent verbal and numerical skills
- Results-oriented
- Flexible and able to independently judge potential situations, identify and take alternative courses of action without putting the client or business at risk
- Remain calm and professional under pressure
- Excellent interpersonal and communication skills
- 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.

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)

If you would like further information please contact Petra Clarke- Bannier at [PetraClarkeBannier@myhomemove.com](mailto:PetraClarkeBannier@myhomemove.com).