

## **JOB DESCRIPTION**

### ***Post Completion Assistant – Private Client***

<b>Job Title:</b>	Post Completion Assistant
<b>Location:</b>	Sheffield
<b>Reports to:</b>	Post Completion Supervisor / Operations Manager
<b>Standard Hours of Work:</b>	35 hours per week (some flexibility may be required in relation to start / finish times)

#### **1. JOB PURPOSE**

To oversee and deal with post completion matters to the Private Client Department, usually with regard to Conveyancing / property related matters. Ensuring that departmental KPIs and SLAs are achieved. To ensure that an exceptional customer assistance service is delivered at all times.

#### **2. SCOPE OF THE ROLE**

This role will be based in Sheffield reporting to the Team Supervisor and ultimately the Operations Manager

#### **3. PRINCIPAL ACCOUNTABILITIES/TASKS**

- To comply with all PM Law Ltd policies and procedures at all times
- To deal with the post completion, registration and archiving of residential property matters
- To ensure there are no client balances on any files before they are archived
- To provide the highest level of customer service to clients at all times
- To deal with all aspects of post completion file work to include the following:
  - Diarise and carry out official searches / expiry dates / END / DS1 / Requisitions / Cancellations
  - Timely submission of SDLT returns / making payments
  - To ensure that notices have been served on freeholders and management companies (as applicable) where the file is leasehold
  - To prepare AP1/FR1's (application for registrations and first registrations) and ensure all documents are signed and dated in a timely manner within initial property period
  - To deal with requisitions from HM Land Registry in a timely manner
  - Ensuring the lenders are kept up to date should registrations be delayed
  - To send completed registrations to the lender/client
  - Closing files once all work is complete

- To diarise DS1/END (Discharge Certificates/Electronic Notification of Discharge) and chase lenders where appropriate
- Send DS1/END/EDS to other solicitors
- Send any indemnity policies to other solicitors
- Keep an accurate and orderly system in place for dealing with all post completion matters
- To deal with other matters that may arise in accordance with Post Completion matters
- To deal with any other balances on account whether credit or debit and allocate/bill appropriately
- To work within the closure and archiving policies as set out by PM Law Ltd
- To attend and contribute in team meetings
- To undertake such admin duties as the Supervisor and Operations Manager may reasonably require from time to time

# **PERSON SPECIFICATION**

## ***Post Completion Assistant– Private Client***

### **1 PERSON SPECIFICATION**

- Structured in your working methods and be able to prioritise work to tight deadlines
- Strong administration and numeracy skills
- Able to work using your own initiative and prioritise to tight deadlines
- Motivated by working in a team environment
- Experienced in post completion work in a residential conveyancing department
- Excellent telephone manner

### **2 EXPERIENCE**

- Experience of working in a busy residential conveyancing department, preferably in a post completion environment
- Experience of telephone work
- Experience of working in a client care environment

### **3 TECHNICAL SKILLS/QUALIFICATIONS**

- Good standard of education essential (minimum of three GCSE's grade C or above to include English and Maths)
- Good standard of spoken and written English required.
- Competent use of MS Office required.
- Use of Case Management System
- Working knowledge and understanding in the use of HMRC website
- Working knowledge and understanding of Land Registry portal and post-completion process