

JOB DESCRIPTION

JOB TITLE:	Lender Only Team Leader		
REPORTS TO:	Operations Manager		
DEPARTMENT:	Residential Conveyancing	LOCATION:	Leeds

PURPOSE

To manage the Lender Only Purchase Team whom deal with equity release and separate representation matters on behalf of our lender clients and ensure productivity is at a maximum output and that Service Levels are met.

KEY RESPONSIBILITIES;

This does not set out every responsibility but provides an overview of the main areas of responsibility.

- Monitor appropriate system work records to ensure that all work is progressed to meet challenging productivity targets.
- Monitor of individual performance, quality and productivity.
- Continually monitor the team's performance against monthly conversion targets and communicate progress to the team
- Ensure that the workload is equitably distributed within the team.
- Effectively schedule, and manage, all breaks to ensure that the Team is adequately resourced at all times.
- Management of holiday and absence in the team.
- Act upon issues concerning performance, time-keeping, absence and holidays promptly and appropriately.
- Update the team with changes in procedures.
- Facilitate regular team meetings.
- Conduct return to work interviews when Team members return to work following an absence
- Conduct all 12 week reviews for new Team Members.
- Conduct monthly one to one review meetings for all Team Members.
- Ensure that Personal Development Plans for all Team Members are developed, acted upon, maintained and reviewed.
- Liaise with the departmental manager and in turn the Coach Trainer to ensure that all team members receive on-going coaching, training and development.
- Be involved in the resolution of discipline/grievance/performance issues in line with the firm's policies.
- Respond to client/service queries or complaints at the initial stages in line with the internal complaints procedure, maintain a complete and accurate file and submit reports as required in a timely fashion.
- Participate in client monthly service meetings where required.
- Understand all aspects of the process and where appropriate undertake tasks within the process

Personal Qualities

- Ability to meet tight deadlines, targets and work well under pressure.
- Strong Leadership skills and the ability to nurture and motivate a team.
- Previous people management experience desirable.
- Ability to deliver feedback in a constructive manner.
- Great communication style and interpersonal skills
- Strong customer service focus and effective in complaint resolution.
- Good organisational skills and ability to pro-actively plan and delegate.
- Excellent attention to detail, record keeping and data analysis
- Excellent problem-solving skills.
- Experience of working in a high volume environment.
- Strong Conveyancing knowledge, ideally including leasehold properties
- Previous experience of dealing with equity release matters advantageous
- Commercial awareness and sound risk assessment skills

Employee Signature

Date

Employee Name