# JOB OPPORTUNITY

## Head of Department - Residential Conveyancing

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### Job Title:

Head of Department - Residential Conveyancing

### Responsible to:

Equity Partners

### Purpose of the Role:

To lead, manage, and develop the Residential Conveyancing Department to achieve high standards of client service, legal compliance, and financial performance.

The Head of Department is responsible for supervising legal staff, driving business growth, and ensuring the department operates efficiently, profitably, and in line with all regulatory and lender requirements.

### Key Competencies:

- Strong leadership and decision-making
- Commercial awareness and financial management
- Excellent knowledge of residential conveyancing law and practice
- Self-motivated and proactive, with the ability to take initiative and drive improvements
- Client-focused approach
- Risk awareness and problem-solving
- Organisation and time management
- Ability to motivate and develop a team

### KPIs / Performance Measures:

- Departmental profitability and billing targets
- Completion volumes and turnaround times
- Client satisfaction and retention
- Compliance and audit outcomes (including CQS if applicable)
- Staff performance and retention
- Growth in new business and referrals

### Additional Notes:

- Evening or networking commitments may be required.
- The Head of Department is expected to act as a role model for the firm’s values and professional standards.

## Key Responsibilities

### 1. Leadership & Team Management

- Lead by example in file management, client care and professionalism, and oversee all members of the Residential Conveyancing Department (solicitors, licensed conveyancers, fee earners, paralegals, and support staff).
- Provide supervision, guidance, and mentoring to support professional development and performance, including trainee solicitors.
- Organise and run regular team meetings (remote and in person), recording actions and ensuring follow-through.
- Conduct annual appraisals in line with firm policy and ensure training needs are identified and addressed.
- Maintain regular and effective communication with all team members.
- Work with the Practice Management Team to design and deliver relevant conveyancing training programmes.
- Promote a positive, collaborative, and high-performing team culture.
- Support recruitment, onboarding, and retention within the conveyancing team.
- Act as a visible and engaged leader within the department, setting standards through personal example and maintaining a strong, accessible presence across the team.
- Maintain a visible presence across all office locations, travelling where necessary, to support staff, monitor performance and ensure consistent standards.

### 2. Client Service & Case Oversight

- Maintain a personal caseload of residential conveyancing matters with an agreed billing target, balanced against management and supervisory responsibilities.
- Maintain high standards of client care throughout the conveyancing transaction lifecycle.
- Continuously improve the client journey from instruction to post-completion.
- Supervise conveyancing matters (freehold, leasehold, new build, remortgages, transfers of equity) and provide technical support.
- Act as the first point of escalation for complex or technical file queries.
- Resolve initial client complaints effectively.
- Ensure compliance with service level agreements, lender requirements, and target transaction timescales.
- Monitor pipelines and assist with progression of delayed or high-risk transactions.
- Take a proactive approach in identifying and overseeing high-risk matters (e.g. title defects, lender issues, chain delays).

### 3. Financial Management & Performance

- Maintain a commercial and results-driven approach to conveyancing operations.
- Take responsibility for departmental financial performance.
- Monitor fee income, billing, completions, WIP, and debt recovery.
- Work with Equity Partners and Practice Management to set budgets and performance targets.
- Drive improved profitability through efficiency, pricing strategy, and workflow optimisation.
- Monitor completion rates, fall-through rates, and time-to-completion metrics.

### 4. Compliance & Risk Management

- Ensure full compliance with:
    - SRA regulations
    - CQS (Conveyancing Quality Scheme) requirements (if applicable)
    - UK Finance Mortgage Lendersí Handbook
    - AML and ID verification requirements
- Maintain high standards of file management and audit readiness. This includes monitoring file opening by associates and supervising where the work is coming from.
- Conduct quarterly file reviews (minimum 5 files per fee earner).
- Oversee risk management processes specific to conveyancing transactions.
- Identify and mitigate risks including fraud, lender non-compliance, and title issues.
- Ensure adherence to SDLT, Land Registry, and post-completion requirements.

### 5. Business Development & Growth (in conjunction with Equity Partners)

- Lead by action the growth of the Residential Conveyancing Department.
- Build and maintain relationships with estate agents, mortgage brokers, developers, and introducers. This is not only from our existing geographic areas, but further afield.
- Identify new opportunities (e.g. new build work, panel memberships)
- Initiate and support marketing initiatives, networking, and local profile raising.
- Contribute to strategic planning and department expansion.
- Communicate with the onboarding team and ensure maximum file conversion.

### 6. Operational Management

- Ensure efficient conveyancing workflows, case management systems, and use of technology by all staff in the department.
- Oversee and maintain up-to-date precedent banks (contracts, reports, letters).
- Monitor and improve transaction turnaround times and productivity.
- Implement best practice and continuous improvement initiatives.
- Drive modernisation, including use of case management systems, automation, and AI tools where appropriate.
- Work closely with the Practice Manager / Equity Partners on staffing levels, workflow allocation, and operational planning.