

### **Conveyancer – KPI - sign off status**

This sets out the area of the ability for selected fee earners to be able to sign off their own files for exchange and completion

Assumptions – Fee earners already reached completions of 8, consistently for 3 consecutive months working on a caseload of not less than 35 cases per month

#### **Objectives**

- To ensure timely and efficient handling of conveyancing cases with case progressors
- To maintain high standards of client satisfaction and legal compliance
- To enable fee earners with who have demonstrated appropriate experience and ability to proceed to sign off on their own files
- For a conveyancer to have the authority to sign off on their own files, they need to demonstrate advanced competency across several areas to ensure they can handle cases independently, meet compliance standards, and minimize risk

#### **Responsibilities**

##### **1. Case Management:**

- Ensure all cases are handled efficiently, accurately, and in compliance with relevant laws and regulations

##### **2. Appropriate Reporting:**

- Appropriately report and deal with the cases raising technical issues with the technical supervisor
- Handle all complaints for client files and flagging the complaints to the technical supervisor
- Any matters that go to formal complaint to be addressed within the appropriate timelines and flagged to technical supervisor
- Report weekly on caseloads and SLA compliance

##### **3. Training and Development:**

- Review and identify training needs weekly/monthly management reviews which can then set topics for training.
- Stay updated with changes in conveyancing laws and practices and ensure the team is informed as well as for policies and procedures.

#### **4. Quality Control:**

- Ensure adherence to follow the systems for processes and policies.
- Ensure compliance with procedures on file management.

#### **5. Client Interaction:**

- Ensure a system for updating agents and clients.
- Ensure high standards of client service and satisfaction.
- Report on any client issues and assist with resolving.

### **Financial Management and Post completion matters**

#### **9. Client Account Handling**

- Ensure compliance with SRA Accounts Rules.
- Manage funds for deposits, disbursements, and completion.

#### **10. Calculating Financial Statements**

- Draft completion statements and calculate SDLT or LTT (in Wales).

#### **11. Post Completion**

- Ensuring matters successfully dealt with at post completion
- Ensure that files are closed and residual balances are refunded

### **Performance Metrics**

- 1 Each fee earner will be given their target for completion by the first Wednesday of the first week of each month
- 2 Subject to Weekly review and reporting
- 3 Subject to SLA compliance

**Key Performance Indicators (KPIs)** for a conveyancer to achieve authority to sign off on their own files. These KPIs are divided into measurable categories to ensure comprehensive evaluation:

### 1. Technical Accuracy

- **Error-Free Audits:**

- No critical errors in file audits over the preceding quarter
- Less than 5 minor corrections required across audited files in the same period.

- **Title and Search Review Competence:**

- Successfully identify risks or issues in 100% of reviewed titles and searches.

### 2. Compliance and Risk Management

- **Compliance with Regulations:**

- 100% compliance with AML, ID checks, and client due diligence requirements.
- All transactions meet Law Society's Conveyancing Quality Scheme (CQS) standards.

- **Risk Management:**

- All files include documented risk assessments with proper mitigation strategies.

### 3. Timeliness and Case Handling

- **Timely Case Progression:**

- 80% of milestones (e.g., exchange, completion) met within agreed timelines.
- No more than 20% of cases experience delays attributable to conveyancer error.

- **Case Volume Management:**

- Ability to independently handle and close a minimum of 10-15 cases per month across different transaction types.

### 4. Client and Stakeholder Satisfaction

- **Client Feedback:**

- Average client satisfaction score of 4.5/5 or above (from surveys or reviews).
- No substantiated client complaints in the last 2 months.

- **Stakeholder Relationships:**

- Positive feedback from agents, lenders, and counterpart solicitors.

### 5. Financial Accuracy

- **Financial Statement Precision:**

- 100% of financial statements prepared accurately, including SDLT/LTT calculations and disbursements.

- **Funds Handling:**

- No breaches of SRA Accounts Rules in the last 6 months.

### 6. Post-Completion Success

- **Timely Registrations:**

- 100% of completed cases submitted to HM Land Registry within 10 working days of completion.
- All requisitions addressed and resolved within required timeframes.

### 7. Continuous Professional Development

<ul style="list-style-type: none"> <li>• <b>Training Participation:</b> <ul style="list-style-type: none"> <li>○ Attending and completing all mandatory training</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>Knowledge Updates:</b> <ul style="list-style-type: none"> <li>○ Demonstrate up-to-date knowledge of legal developments, including changes in SDLT, leasehold reform, or Building Safety Act implications.</li> </ul> </li> </ul>
<b>8. Supervisor Review</b>
<ul style="list-style-type: none"> <li>• <b>Supervisor Assessment:</b> <ul style="list-style-type: none"> <li>○ Consistently positive performance reviews, with specific acknowledgment of readiness for independent sign-off.</li> </ul> </li> </ul>
<b>Threshold for Sign-Off Authority</b>
To be granted authority, the conveyancer must meet the following thresholds:
1. Completed 50 cases
2. Obtain supervisor and team leader approval based on comprehensive feedback.