


## **New Business Advisor – Conveyancing**

### **Client Onboarding & Conversion Specialist**

 Location: Blackpool / Hybrid

 Salary: Competitive

 Job Type: Full-time

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#### **The Role**

We are looking for a confident, client-focused **New Business Advisor** to join our busy and growing Conveyancing Team.

This is a pivotal, client-facing role with ownership of new conveyancing enquiries from first contact through to instruction. You will be the first impression of the firm, responsible for converting enquiries into instructions and delivering an outstanding onboarding experience that sets the tone for the entire transaction.

This role suits someone who enjoys speaking with clients, understands the conveyancing process, and is commercially minded about converting opportunities while maintaining exceptional standards of client care.

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#### **What You'll Be Responsible For**

##### **New Enquiries & Conversion**

- Respond promptly to new enquiries via phone, email and online channels
- Provide accurate, tailored conveyancing quotations
- Proactively follow up quotations to maximise conversion into instructions
- Confidently explain the conveyancing process, costs and timescales
- Handle fee and timescale queries professionally and confidently

##### **Client Onboarding & Compliance**

- Manage onboarding from instruction through to file opening
- Issue client care and initial documentation
- Support AML and compliance checks in line with firm procedures
- Ensure all onboarding steps are completed accurately and efficiently
- Maintain accurate records on the case management system

##### **Client Experience & Collaboration**

- Build rapport with clients, estate agents and introducers
- Work closely with fee earners to ensure a smooth handover of new files

- Deliver consistently high standards of client care
  - Take ownership of enquiry outcomes and follow matters through to instruction
  - Identify opportunities to improve conversion rates and the client journey
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## **About You**

You will be:

- Highly personable and confident speaking with clients
  - Client-focused, empathetic and professional at all times
  - Commercially aware, with a natural ability to convert enquiries into instructions
  - Organised, detail-driven and comfortable managing multiple enquiries
  - Confident handling objections, fee queries and comparisons
  - Comfortable working in a fast-paced, high-volume environment
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## **Experience & Background**

- Previous experience in conveyancing, legal onboarding, legal call handling or a similar client-facing legal role is preferred
  - Experience providing quotes, opening files or converting client enquiries is highly desirable
  - A good understanding of the residential conveyancing process is advantageous
  - Experience using a legal case management system is beneficial
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## **What We Offer**

- Competitive salary
  - A supportive, collaborative conveyancing team
  - Ongoing training and development
  - Modern systems and efficient processes
  - A firm that genuinely values client experience as well as results
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## **Recruitment Agencies**

We do not accept applications from recruitment agencies. Any unsolicited CVs sent by agencies will not be considered and no fees will be payable.

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**How to Apply**

Please submit your CV along with a brief covering note outlining your suitability for the role.