



## Remortgage Case Handler

- Cardiff (Hybrid Working following Training & Probation)
- Permanent
- Monday – Friday, 9am-5pm, 35 Hours per Week
- £ Competitive Salary, Dependent upon Experience
- 23 Days Annual Leave + 8 Bank Holidays
- Company Pension Scheme

Aspire Recruitment Services are excited to be working in collaboration with a boutique Law firm, offering expertise within every aspect of conveyancing. The Firms' founders have a strong and reputable career history which spans several areas of the legal spectrum, benefitting from a healthy client base of panel referrals. Having launched at the end of 2020, their pipeline is consistently strong and assured. They have received an exceptional reception in the market with nothing but 5\* reviews attributed to their name.

Due to rapid growth, they have an immediate need for several Remortgage Case Handlers to join the team. This is a unique opportunity to join a dynamic business with ambitious growth plans who continue to keep client care at their core. With a hands-on, fully experienced Legal Director and the support of a small yet perfectly formed team of Legal professionals, this is a business that truly values the contribution of each and every colleague.

### Responsibilities:

- Managing a Caseload of Remortgage cases to the expected standard
- Process, accurately document and respond to incoming correspondence; e mails, telephone calls, post.
- Take responsibility for and complete remortgage case matters.
- Ensure that work is accurately carried out in the set time frame.
- Maintaining high standards of client care and service to third parties.

### Skills, Experience & Qualifications:

To be considered for this opportunity, you will either be an experienced Case Handler, accustomed to working within a legal / professional services environment. Alternatively, you will have experience as a Customer Services Advisor / Administrator within a regulated industry (eg. Insurance, Financial Services, etc). In either instance, you should have a genuine interest in developing a career within the legal sector, specifically within residential property and conveyancing. You should also be:

- A strong communicator, able to converse with colleagues and customers alike.
- Highly IT literate with the ability to utilise an internal case management system.
- Organised and process driven with exacting attention to detail.
- Collaborative and enthusiastic to contribute to a close-knit team dynamic.
- Enthusiastic to learn and committed to the journey.

Aspire Recruitment Services Limited is acting as an Employment Agency in respect to this vacancy.

### Key Words:

“Case Handler” or “Remortgage Case Handler” or “Paralegal” or “Legal Assistant” or “Legal Administrator” or “Client Relationship” or “Client Relations” or “Client Services” or “Client Support” or “Customer Services” or “Customer Support” or “Administrator” or “Admin Assistant” or “Administrative Assistant” or “Administration” or “Legal Secretary” or “LLB” or “LPC”