



Business Development Champion of the Year

Entries for Business Development Champion of the Year are for individuals who work for conveyancing firms ONLY.

Conveyancing firms receive instructions from a variety of sources, panels, estate agents, mortgage brokers, builders and housing associations as well as direct from consumer. This individual should demonstrate an excellent conversion rate against target whilst intelligently managing the expectations and needs of their introducers balanced with the pressure on those delivering the conveyancing work.

Criteria

This individual must demonstrate over the last 12 months:

- Exceptional customer service to consumers, introducers and internal teams.
- Examples of providing tangible benefits to clients and strategic partners.
- An increase in quote conversion which has helped grow the business.
- Encourage innovation in the firm and/or influenced improving processes around the client journey.