

ROLE PROFILE

JOB TITLE	MORTGAGE ADMINISTRATOR
FUNCTION	OPERATIONS
POSITION	PERMANENT
REPORTING TO	MORTGAGE ADVICE MANAGER
REPORTEES	NONE

JOB PURPOSE

To provide efficient and accurate administrative support to the Mortgage Advice and Underwriting teams and high quality customer service to new mortgage customers whilst contributing to continuous improvement within the mortgage department.

KEY RESPONSIBILITIES

- Provide an effective and efficient point of contact for new mortgage customers, taking details of enquiries, booking appointments with advisers, and issuing confirmation to the customer.
- Packaging new mortgage applications, to include;
 - Acknowledging receipt to the customer and keeping them updated with anticipated timescales for processing,
 - Checking for and requesting any outstanding information/items,
 - Requesting Solicitors Panel Applications
- Instructing mortgage valuations.
- Filing documents and completed mortgage files.
- Assisting with mortgage product maturity mailings, producing mortgage illustrations and product switch packs notifying customers of the processing requirements.
- Accurately update customer data and mortgage account records.
- Deal with all customers with a mind to achieving positive customer outcomes.
- Contribute to the continuous improvement of service, systems, procedures and policy to ensure they meet and reflect the Society's core values, risk appetite and business requirements.
- Monitor and report as required, including the continual update of internal tracking documents.
- Maintain and apply compliance knowledge relevant to the role.
- Assist with daily incoming post.
- Accurately scan and index customer documentation.
- Undertake any other duties or projects that may be regarded as relevant to the job role.

KNOWLEDGE AND EXPERIENCE

- Experienced in providing telephone based customer service
- Experience in administration of customer information and correspondence
- A background in financial services or an associated sector e.g. estate agency, legal office would be an advantage etc.
- A working knowledge of mortgage products and the mortgage application process would be an advantage
- Awareness of relevant regulatory requirements

SKILLS AND COMPETENCIES

- Excellent customer services skills
- Confident and effective communication skills, written and verbal
- Organised with ability to prioritise tasks and to work under pressure
- Able to work independently and as part of a team
- Accurate with attention to detail
- Confident with IT systems and technology
- Ability to absorb new information and learn new skills with ease
- Having attained or be working towards CeMAP would be an advantage

KEY PERFORMANCE INDICATORS

- Delivery of agreed service standards and KPIs
- Achievement of personal goals
- Delivery against personal development plan

BEHAVIOURS

- Customer focussed
- Can do attitude
- Positive attitude to change
- A team player

Applicants should send their CV and a brief covering letter to careers@theloughborough.co.uk