

## ROLE PROFILE

<b>JOB TITLE</b>	<b>MORTGAGE INTERMEDIARY SALES SUPPORT ASSISTANT</b>
<b>FUNCTION</b>	<b>MARKETING AND BUSINESS DEVELOPMENT</b>
<b>REPORTING TO</b>	<b>HEAD OF MARKETING AND BUSINESS DEVELOPMENT</b>
<b>REPORTEES</b>	<b>NONE</b>

### JOB PURPOSE

To provide support within the Business Development team by building sound relationships both internally and externally, and administratively supporting the Business Development Manager to achieve the business channel objectives

### KEY RESPONSIBILITIES

- Provide an excellent customer service to Intermediaries by demonstrating competence across defined skills matrices and call flows
- Promote the service and build loyalty in the Loughborough brand
- Contribute to the growth of the Society's Intermediary customer base by providing a professional first contact during registration/enquiries
- Liaise with the Underwriting Team to provide a 'first line' service to Intermediaries with submitted business updates
- Contribute to the Society's Intermediary lending objectives through the ability to communicate the Society's lending criteria/policy with Intermediaries
- Identify Intermediary proposals that demonstrate a business rationale justifying escalation to an Underwriter for consideration
- Carry out requests in an accurately and timely manner
- Resolve general queries, requests and initial complaints about service and policy to ensure that business is retained and any issues are fully resolved satisfactorily and will not re-occur
- Ensure customer and Intermediary details are accurately maintained and documented to protect the integrity of the data and maintain consistency across the core systems and produce accurate and relevant management information
- Accurately record call volumes and query types to help develop our proposition
- Work flexibly to support other Central Sales & Service teams to achieve the overall business objectives
- Regularly check sourcing systems for accuracy of data
- Ensure new products are loaded onto the sourcing systems as and when required

### KEY PERFORMANCE INDICATORS

- Delivery of agreed services standards and KPIs
- Achievement of personal and team goals
- Delivery against personal development plan
- Accuracy and speed of delivery of information and data
- Development of MI

## **SKILLS AND EXPERIENCE**

- Previous experience in Financial Services or the Property Market is essential
- Previous Mortgage experience would be a significant advantage
- Experience of working in a telephone based environment
- A good communicator who is well organised, professional and enthusiastic
- Self-motivated and sales focused
- Influencing and negotiating skills
- Must have an eye for detail and work accurately whilst using their initiative
- Educated to GCSE level standard including English and Maths
- CeMAP would be advantageous

## **BEHAVIOURS**

- Focus on customer
- Working in teams
- Results orientation with a can do attitude
- Building personal capability