

ROLE PROFILE

JOB TITLE	TELEPHONE BDM
FUNCTION	CUSTOMER ACQUISITION
REPORTING TO	HEAD OF CUSTOMER ACQUISITION
REPORTTEES	NONE

JOB PURPOSE

To build and develop effective relationships with new and existing Mortgage Intermediaries by providing accurate factual advice about our mortgage products and criteria. To act as the first point of contact, assessing Decisions in Principle while delivering consistent 1st class service, case monitoring and admin team support which enables the achievement of business goals.

KEY RESPONSIBILITIES

- Provide first class customer service to Intermediaries, demonstrating competence across defined skills matrices, systems and call flows while building confidence in and loyalty to The Loughborough brand
- Contribute to the growth of the Society's Intermediary customer base by providing professional first contact across the customer journey
- Build productive, effective and mutually beneficial relationships with peers, colleagues and key stakeholders across the business
- Successfully identify proposals from Intermediaries which demonstrate a clear business rationale, justifying escalation for consideration
- Ensure all relevant products are provided to, accurately displayed and effectively promoted across sourcing systems
- Ensure that all customer and Intermediary data is sourced, maintained and managed in line with GDPR regulations, the Society's procedures and Business Development processes
- Share insights gained from interactions with Intermediaries to enable the ongoing development of our proposition

KEY PERFORMANCE INDICATORS

- Delivery of agreed services standards and KPIs
- Achievement of personal and team goals
- A strong positive personal profile both internally and externally
- Delivery against personal objectives and development plan
- Development and timely provision of accurate information and data

SKILLS AND EXPERIENCE

Essential:

- CeMAP Level 1 minimum and previous mortgage experience
- Strong problem-solving skills that enable the timely identification of solutions in complicated circumstances
- Self-motivated and sales focused with an eye for detail and able to work accurately whilst using your initiative
- A good communicator who is well organised, professional and enthusiastic
- Educated to GCSE level standard including English and Maths

Desirable/Advantageous

- Proven influencing and negotiating skills
- Experience of working in a telephone-based environment
- Experience of the Mortgage Intermediary Market

BEHAVIOURS

- Focused on customer
- Results Orientated
- Focus on teamwork
- Continuous Improvement
- Building Capability