

<b>Job title</b>	<b>2 X TELEPHONE BUSINESS DEVELOPMENT MANAGER</b>
<b>Team</b>	<b>INTERMEDIARIES</b>
<b>Position</b>	<b>PERMANENT – FULL TIME</b>
<b>Location</b>	<b>HEAD OFFICE/HYBRID</b>
<b>Reporting to</b>	<b>HEAD OF INTERMEDIARIES</b>
<b>Responsible for</b>	<b>N/A</b>

### **About the Role**

This is an exciting opportunity to join a successful sales team that is looking to continue to build and grow a brand within the mortgage intermediary market. We are looking for someone to build and develop effective relationships with new and existing Mortgage Intermediaries by providing accurate factual information about our mortgage products and criteria. To act as the first point of contact, assessing Decisions in Principle while delivering consistent 1<sup>st</sup> class service, case monitoring and admin team support which enables the achievement of business goals.

### **Skills & Experience**

#### **Essential:**

- Strong solution focused problem-solving skills that enable the timely identification of solutions in complicated circumstances.
- Effective planning, communication, and presentation skills
- 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
- Recent/Current experience of the Mortgage Market

#### **Desirable/Advantageous**

- Proven influencing and negotiating skills
- Experience of working in a telephone-based environment

## Key Tasks & 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.

## Behaviours

At The Loughborough we recognise that how we behave directly impacts our members' experience. We want people with a positive approach to our expected behaviours;

- Focus on Member – Exceeding the expectations of our internal & external customers.
- Focus on Society – Knowing where we want to be, what success looks like and exceeding expectations. Taking personal responsibility for achieving excellent business results.
- Focus on Teamworking – Working together continuously & promoting co-operation to achieve our business objectives
- Focus on Improvement – Continuously strive for innovative and better ways to deliver our business.
- Focus of Self – Meet future challenges by building knowledge and experience and acting as a role model for personal development.

## What you'll love about us

- Equal opportunities –We're committed to the principle of equal employment opportunities for all and to providing employees with a work environment free from discrimination and harassment. All employment decisions at The Loughborough are based on business needs, job requirements and individual qualifications, without regard to all nine protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation) We won't tolerate discrimination or harassment based on any of these characteristics.
- Flexible working – a great work / life balance with our flexible working scheme and Hybrid working patterns.
- Rest and relaxation – 25 Days Holiday entitlement
- Health benefits – Bupa, Help@Hand, Mental Health First Aiders, company sick pay scheme, wellbeing day.

- Life Assurance – 4x salary death in service benefit.
- Employee pension scheme through Aviva with 7% company contributions, increasing to 12% with 5 years complete service.

## **How to apply**

Send us your CV and tell us why this is the job for you to [careers@theloughborough.co.uk](mailto:careers@theloughborough.co.uk)

Closing date for applications is 3<sup>rd</sup> May 2024

We'll be in touch to arrange interviews, but if you're not quite the right person for the role we'll let you know why.

We anticipate holding interviews in the week commencing 13<sup>th</sup> May 2024