

# Role Overview

<b>Job title</b>	<b>Mortgage Service Administrator</b>
<b>Team</b>	<b>Mortgage Services</b>
<b>Position</b>	<b>9 Months fixed contract   Full Time 36.25hrs</b>
<b>Location</b>	<b>Head Office Loughborough</b>
<b>Reporting to</b>	<b>Karen Kirk</b>
<b>Responsible for</b>	<b>Not Applicable</b>

## About the Role

To carry out customer mortgage related administration on existing accounts, providing an efficient, effective, accurate and professional service to all internal and external customers while adhering to and in compliance with Society policies and procedure

## Skills & Experience

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

## Key Tasks & Responsibilities

- Provide a professional and effective point of contact for customers and third parties acting on their behalf including but not limited to Solicitors, Accountants, Trustees and Power of Attorneys, responding accurately and efficiently to enquiries by telephone, post and email.
- Carry out customer requests and process transactions and account amendments in an accurate and timely manner.
- Producing, packaging and sending customer correspondence and documentation.
- Opening and distributing daily incoming post.
- Ensure customer documentation is accurately scanned and indexed.
- Ensure customer account records are accurately maintained and amended to protect the integrity of the data and maintain consistency across the core systems and produce accurate and relevant management information.
- Monitoring and reporting as required and updating internal tracking records.
- Maintain detailed knowledge of Society mortgage product terms and conditions and Society general terms and conditions for mortgages
- Maintain awareness of and comply with legal and regulatory requirements relevant to the role.

- Contribute to the continuous improvement of service, systems, procedures and policies. This will include;
  - contributing to ongoing improvement of mortgage procedures and policies
- To work flexibly as part of a team and undertake any other duties and provide administrative support to other areas of the business when required.

## 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 – confirm holiday entitlement plus bank holidays
- 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 13<sup>th</sup> June 2025.

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 16<sup>th</sup> June 2025.