

Telephone BDM

Salary up to £30k DOE

Reporting directly to the Business Development & Marketing Manager, we have a fantastic opportunity for someone experienced in both mortgages and working with intermediaries to become our new Telephone Business Development Manager.

This is a full-time office based role working at the Society's head office in Earl Shilton. There will be some flexibility for hybrid working after 6 months.

As a Telephone BDM you will be responsible for proactively promoting the Society's lending proposition to intermediaries over the telephone, being a point of contact for new and existing enquiries so a positive, can-do attitude is a must. You will follow up enquiries to help drive cases to application and offering and supporting the Business Development Team with telephone enquiries from the Society's key intermediary partners.

Key tasks

- Responsible for developing strong relationships with all intermediaries as their first point of contact.
- Develop new relationships to maximise potential – promote mortgage products, proposition and services to existing and new intermediaries.
- Dealing with inbound enquiries from intermediaries, answering queries and assessing potential applications against esbs' lending criteria and affordability. Give decisions in principle where they fit policy and refer cases to the intermediary mortgage team to progress.
- Providing case updates and lending decisions as required via inbound and outbound calls.
- Working closely with the BDMs to provide an efficient, outstanding service to our intermediary partners, including making physical appointments for the Business Development Team.
- Ensure effective liaison and teamwork within the wider business to achieve a coordinated and integrated approach to developing business opportunities.
- Develop and maintain a strong relationship with all internal departments, especially the intermediary mortgage team.
- Carry out all duties as detailed and in accordance with documented policies and procedures.
- Assist with general esbs marketing duties across the business.

About you

- Be a self-starter with the ability to prioritise workload ensuring service standards are met whilst still providing support to the Business Development Team.
- Be able to demonstrate excellent customer service skills.
- Have fantastic interpersonal and communication skills.
- Be enthusiastic and positive and have a great 'can-do' attitude.
- Have excellent attention to detail with a passion for producing quality work with high levels of accuracy.
- Be flexible, positive, hardworking and reliable.
- Be CeMap qualified – or be willing to study & qualify within 2 years.
- Be numerate and PC literate and confident learning new systems.
- Have an understanding and experience of adhering to policies, procedures and compliance requirements in a financial services environment.
- Have banking and financial services knowledge.

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- Be knowledgeable about current mortgage regulation. Ideally you will have worked in a similar role.
- Understand and apply the concepts of Consumer Duty and acting to deliver good outcomes for retail customers and the service it provides.

What can Earl Shilton Building Society offer you?

- Access to BUPA cash plan (upon successful probation)
- Access to Benenden Private Health Care Scheme (upon successful probation)
- Competitive contributory pension scheme
- Minimum of 22 days holiday (increases with length of service) plus bank holidays
- Fully funded training contract for the CeMap qualification (if not already qualified)
- Free car parking
- Opportunity to buy 2 days extra holiday (upon successful probation)
- Access to Employee Assistance Programme
- 2 days paid leave to work in the community or as a volunteer

Successful candidates will be subject to a Disclosure and Barring Service check and a credit reference search.

If you think you are the ideal candidate for this role, please send your CV & covering letter telling us why to:

HR Manager, Earl Shilton Building Society, 22 The Hollow, Earl Shilton, Leicester, LE9 7NB
Or email careers@esbs.co.uk