

JOB DESCRIPTION

JOB TITLE:	Team Player		
REPORTS TO:	Team Leader		
DEPARTMENT:	Decision First	LOCATION:	Leeds

PURPOSE

To assist in the administration process of panel management applications.

KEY RESPONSIBILITIES;

This does not set out every responsibility but provides an overview of the main areas of responsibility.

- Telephone liaison with the Law Firms and client lenders to provide guidance on how to use the system, assist with requirements of the application process and answer general queries.
- Assisting Law Firms with queries regarding registration for access and verifying user access.
- Assisting Law Firms with queries regarding Conveyancing transactions held within the system.
- Checking applications and amendments received online from Law Firms to ensure all requirements and criteria have been met in full.
- Action and respond to incoming messages and e mails from the Law Firms and client lenders.
- Ensure all communication with Law Firms and client lenders is to agreed service standards and a highly professional level.
- Update the online admin system in respect of the progress of applications.
- Chasing Law Firms for outstanding information / applications.
- Identify and take ownership of potential problems, reporting the problem to your Team Leader.
- Where possible, identify process improvements.

Adhere to Conduct Rules

You must:

- Act with integrity
- Act with due care, skill and diligence
- Be open and co-operative with the FCA, the PRA and other regulators
- Pay due regard to the interests of customers and treat them fairly
- Observe proper standards of market conduct

Personal Qualities

- Excellent communication and customer service skills
- Ability to meet tight deadlines and targets and to work under pressure.
- Good team player, but also ability to work on own initiative.
- Good attention to detail.
- Good organisational skills.
- Good data input skills.

- Previous administrative/customer service experience.
- Experience of working in a high volume environment.
- Mortgage Knowledge.

Employee Name

Employee Signature

Date