

A fantastic opportunity to work for Mansfield Building Society

The Mansfield is one of the most successful and innovative building societies in its peer group, and has enjoyed an enviable record of success thanks to its clear strategic direction and focus on building compelling customer centric propositions.

Since 1870, The Mansfield has been an ever present part of the local landscape with its reach extending throughout the UK. It's been providing a safe haven for savers and mortgages for aspiring home owners now for 150 years, and is now recognised as one of the most pragmatic and forward thinking lenders in its' class.

The Society has never lost sight of its mutual heritage and takes great pride in the way it engages with the community in which it serves, and encourages its staff to think likewise. Don't just take our word for it, in a recent staff survey 100% of our staff said 'I am proud to work for Mansfield Building Society'

Interested in joining a winning team?

We now have an **opportunity** for a full time **Mortgage Adviser**

Working Hours: Monday to Friday, 35 hours per week (Saturday mornings – usually only 1 in 3)

Location: Within our branch network based in Mansfield, Sutton in Ashfield and Chesterfield

The main purpose of the role will include

- To advise upon, and sell, Society mortgage products that meet the identified needs of customers and prospective customers, and to pro-actively work as part of the team to meet business objectives by helping to retain existing mortgage customers.
- To generate non-interest income through third party lead generation for general insurance and mortgage protection products, and lead generation to third parties for mortgage referrals outside of the Society's lending criteria.
- To meet specified business and personal targets by actively and positively promoting the Society and its products and services.
- To develop the direct sales proposition with local mortgage brokers and estate agencies and other identified contacts by the promotion of Society products and lending criteria.

Main duties to include

- To support Direct Sales meet its business growth objectives including targets, workflow and service standards.
- To maintain comprehensive, compliant and accurate records as per Society, MCOB and MCD requirements and any other regulatory requirements that may apply, and maintain competency with CPD
- To develop business relationships with local brokers and estate agencies, and at every opportunity promote the Society and its products and services to current and future contacts.
- Together with other members of the sales team produce a working plan to achieve the targets and objectives.
- Keep comprehensive records of sales and business development activity, and performance against personal targets.

- To provide support and assistance with the promotion of new products and any other promotions aimed at attracting and retaining mortgage business.
- To regularly check on the progress of applications to ensure that customers receive the quality of service consistent with the Society's high standards.
- To resolve problems and improve the quality of service for all customers.
- To maintain CeMAP competency and to remain certificated 'Fit and Proper' to carry out this role on an ongoing basis.

We are looking for a hands on candidate with the following skills and experience;

- At least 12 month's experience of selling mortgages and achieving personal and business objectives
- Experience of delivering outstanding customer service
- CeMAP qualified
- Strong communication skills both oral and written
- Good decision maker
- Able to work alone and use initiative
- Excellent organisational skills
- Positive "can do" attitude and desire to achieve business targets
- To be able to explain complex information clearly
- Knowledge of industry requirements in relation to MCOB, MMR and the certification regime
- Team orientated individual
- Willingness to be flexible and adaptable to change

In return we can offer you a **Competitive Salary** plus many additional benefits;

- Holidays 23 days increasing to 28 days plus Bank Holidays
- Bonus scheme
- Pension scheme (5% matched)
- Healthshield cash plan scheme
- Subsidised car parking scheme
- A day off for your birthday
- Perkz online discount scheme
- 2 volunteer days per annum to "Work in the Community"
- Wellbeing activities – including yoga and onsite massage

If you wish to apply for this vacancy please complete the application form and send along with your CV to hrdepartment@mansfieldbs.co.uk by the 7 August 2020.