

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 Underwriter Support** on a 12 month fixed term contract.

Working Hours: Monday to Friday, 35 hours per week (Saturday work – usually 1 in 8)

Location: Based at the Head Office in Mansfield

Main Tasks of the role will include:

- As an application progresses to offer, you should continually assess the risk to the Society and to the prospective borrower, taking appropriate action in accordance with the Society's Lending Policy and MIG Policy.
- To process new applications for mortgage finance. This will include obtaining references, carrying out credit searches, instructing valuation and requesting information which is required up to 'ready for approval'. This will involve interacting with mortgage intermediaries, customers, Solicitors and valuers.
- To act as contingency for capturing new mortgage applications as and when the business requires.
- To package the Offer of Advance ensuring that this is emailed/posted accordingly to all relevant parties (mortgage intermediaries, customers and Solicitors.)
- To deliver outstanding customer service in a professional, accurate and efficient manner, in accordance with the Society's Service standards and procedures.
- To liaise with internal staff within/outside of the department, customers and external contacts as and when required, by telephone, e-mail and letter.
- To proactively chase the Pre-Offer pipeline (and Post Offer when required) aiming for cases to be offered/completed within a reasonable timescale.
- To carry out further duties which support the efficient and effective operation of the Mortgage Customer Services Department function.
- To participate in system testing, wider Society projects and projects within the Mortgage Customer Services Department.

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

- Excellent customer service skills
- Problem analysis and resolution skills
- Strong written and verbal communication
- Excellent attention to detail
- Ability to prioritise workloads and work under pressure
- Honesty, integrity and commitment
- Confidentiality

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

- Holidays 22 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
- Free breakfast – daily
- Perkz online discount scheme
- 2 days paid time to enjoy 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 Wednesday 23rd September 2020.