

Mortgage Administrator

Financial Advice Centre Ltd is an award-winning team of West Midlands based Independent Financial Advisers (IFA's) and Wealth Managers. Founded in 1999, the team has grown to become a leading West Midlands based firm recognised for progressive thinking and a refreshing, transparent approach to managing and advising on client funds.

Location:	Office based: 7 Sansome Place, Worcester, WR1 1UG.
Salary/Benefits:	Negotiable depending on experience, pension scheme, additional holiday days for longer service We are committed to helping you reach your potential by offering tailored learning and development programmes.
Working hours:	Monday to Friday 9.30 am – 2.30 pm – some flexibility available at company's discretion.

About the role

We require an experienced Mortgage Administrator to join a growing mortgage and protection team. We are an award-winning company looking for someone who will help provide our customers with an award-winning level of service.

The role of Mortgage Administrator will involve providing administration support to the sales team, case managing files accurately within prescribed time-scales and focusing on achieving excellent customer service at all times. We are seeking an individual who can take ownership of customers' queries ensuring appropriate solutions are given and seen through to conclusion.

Responsibilities:

An introduction of some of the main responsibilities are listed below, however, this is not an exclusive list:

- Progress mortgages through to legal completion and beyond.
- Liaise with Mortgage Advisers to ensure appraisal on the progress of mortgage cases and resolving any queries arising.
- Monitoring client emails, account management of repeat clients.
- Act as the first port of call for queries from clients, lenders, and conveyancers.
- General office administration duties such as filing, photocopying, scanning and answering the telephone.
- Occasional finance administration duties.
- Support with marketing activities as required.
- Updating and maintaining systems and files.
- Working with advisors to ensure all activities meeting compliance and regulatory requirements.

Experience and qualifications

- Administration experience within a mortgage or financial services environment.
- Excellent communication and customer services skills, both written and verbal.
- Excellent computer skills including database set-up and maintenance, Microsoft office (Word, Excel, Outlook).
- Attention to detail and experience of working with prescribed systems and procedures.
- Self-motivated and professional individual.
- Previous experience of working in an office environment.
- Attention to detail/High levels of accuracy.