



Role Profile

Role Title: Internal BDM

Department: Sales

Reports To: Internal Sales Team Leader

Purpose of Role:

To effectively manage the relationships in your region, working closely with your Regional Account Manager through telephone based business development. You will be communicating the product proposition and strengths of Foundation Home Loans ensuring optimum service levels are maintained at all times.

Key Accountabilities

- Building Foundation Home Loans presence in the broker market place by telephone within a specific region
- Work in conjunction with your Regional Account Manager to maximise growth within your geographical area ensuring you have an agreed strategy in place to meet targets
- Proactively manage your region through outbound calling in line with Foundation Home Loans sales process
- Proactively identify firms/brokers with potential to submit a high volume of business and refer to your Regional Account Manager for a face to face visit
- To assist brokers with new business enquires coming in via inbound calls, where possible converting these opportunities to business
- Maintain accurate records of all interactions with brokers
- Feedback market information and recommend areas for improvement where appropriate
- Understand and deliver the brand values of Foundation Home Loans being an ambassador for the business
- Become an expert on our proposition by putting the customer first, ensuring your key contacts are aware of our USPs and any changes in products & policies
- Develop and maintain an excellent relationships with all internal departments
- Plan and organise own workload to ensure personal and team objectives and deadlines are met
- Take responsibility for personal development, identifying and pursuing opportunities where appropriate to maintain and develop expertise
- Maintain a good knowledge of TCF & with the aim of putting the customer first, undertaking regular training when required
- Provide testing and any other support required by team leader when new functionality/systems/processes are introduced

Performance Behaviours: Gets Results/ Organisation & Planning/ Ownership/ Focuses on the Customer/ Can Do Approach/ Values People



Essential Skills/Qualifications:

- Excellent communication & relationship management skills
- Self-motivated and enthusiastic with drive to succeed and deliver results
- Excellent telephone manner
- Time management skills

Desirable Skills/Qualifications:

- Previous/existing knowledge within the Buy to Let and residential mortgage industry
- Previous experience of telephone based business development in the mortgage industry
- Experience of working within Financial Services environment
- Telesales
- CeMAP qualified

This role could potentially involve a regulated activity and the job-holder will be informed and trained accordingly