

### Role Profile

**Job Title:** Internal Business Development Manager (Solutions)

**Department:** Sales

**Reports To:** Internal Sales Manager

#### **Purpose of Job:**

To effectively manage broker interactions, primarily inbound telephone-based calls as well as outbound campaigns. You will be communicating the product proposition and strengths of Foundation Home Loans (Solutions) ensuring optimum service levels are maintained at all times. You will help them with their new enquiries to explain how our proposition can help.

#### **Key Accountabilities**

- Demonstrate an in-depth knowledge of our product offering and lending policy
- Become an expert in use of Lender Portal and CRM
- Establish an excellent working relationship with Regional Account Managers and the New Business Team
- Maximise interactions with brokers to generate additional sales opportunities and contribute to the achieve personal and team goals, proactively upsell on calls, and build and maintain strong relationships with internal and external customers/brokers
- Identify firms/brokers with potential to submit a high volume of business and refer to the Regional Account Manager
- 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
- Adhere to all processes and policies, ensuring that excellent quality assurance results are consistently achieved
- 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
- Develop and maintain an excellent relationship 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

### Essential Skills/Qualifications:

- Excellent communication & relationship management skills
- Self-motivated and enthusiastic with drive to succeed and deliver results
- Have a good knowledge and experience within the specialist Buy to let market with a good knowledge of complex buy to lets, bridging, semi commercial and seconds.
- 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, financial services roles
- Telesales
- CeMAP qualified
- Experience of the financial services industry and supporting regulations including Consumer Duty, Treating Customers Fairly and Environmental, Social and Governance is preferred, however training will be given where required

### Our people embrace our values:

- **Fair** - We are open minded and make unbiased, consistent decisions.
- **Accountable** - We take ownership of situations so that our customers experience efficiency.
- **Customer first** - We understand what our customers want and build strong relationships.
- **Transparent** - We communicate clearly and concisely, ensuring that we are open with information.

