



## Role Profile

**Role Title:** Broker Management Associate

**Department:** Lending Services/Operations

**Reports To:** Lending Services Broker Manager

### **Purpose of Role:**

To undertake the initial and ongoing due diligence process for our origination distribution partners, including company and broker set ups. Manage the distribution of procurement fee payments to our panel partners. The role holder will be required to have excellent attention to detail capabilities when undertaking all due diligence and administration tasks, along with maintaining accurate data within our systems and adhering to policies and processes all times.

### **Key Accountabilities**

- Management of the end to end due diligence process for our origination distribution partners and broker intermediaries
- To effectively register and set up broker companies and individual brokers in line with policy and processes
- Resolve issues identified with broker/broker company set ups and manage pipeline activity
- Become an expert in use of Lender Portal and CRM
- Adhere to all processes and policies, ensuring that excellent quality assurance results are consistently achieved
- Management of daily tasks, activity and enquires that fall into the Broker Management inbox and ensure all turnaround times and SLAs are met
- Management of the distribution of procurement fee payments for our panel partners, engaging all relevant internal and external stakeholders and executing payments in line with company policy
- Establish an excellent working relationship with all members of Lending Services and internal departments
- Management of distribution data to ensure we have up to date contact details for our distribution panels
- Control and management of Broker access in Lender Portal and all CRM data, ensuring all records are accurate and up to date
- Maintain Dashboard Regional data, ensuring data assigned to correct region and facilitating change requests
- Assist Lending Services Broker Manager and contribute to the completion of actions for the Broker Management Forum on a monthly basis
- Monthly production and distribution of MI reports for our key panel partners
- Plan and organise own workload to ensure personal and team objectives and deadlines are met
- Provide testing support when new functionality/systems and processes are introduced
- Support the Director of Lending Services in any additional tasks required
- Take responsibility for personal development, identifying and pursuing opportunities where appropriate to maintain and develop skill

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

**Essential Skills/Qualifications:**

- Good communication & stakeholder management skills
- Excellent levels of attention to detail
- Ability to multi task to ensure SLA's are met
- Proactive team player
- Self-motivated and enthusiastic with drive to succeed and deliver results
- Time management skills
- 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

**Desirable Skills/Qualifications:**

- Word, Excel and PowerPoint skills
- CRM experience
- Financial Services and regulatory experience
- Experience in writing and adhering to policies and procedures

**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.