

Job Description

Job Title	Customer Service Administrator
Reporting to	Customer Success Manager
Purpose	To ensure effective customer service to clients

Key Responsibilities	Specific Tasks	Business Objective
Customer support and administration	Handling applications from UK SMEs and UK residents who are applying for finance.	To ensure effective customer service to clients, lenders and introducers
	Conduct KYC and AML checks using partner's system in line with Newable's KYC policies and procedures.	
	On-board 3rd parties to Newable's schemes for both introducers and lenders.	Support with the on-boarding of introducers and lenders on the panel
	Answer customer queries through telephone and emails in a professional, timely manner and in line with the company's guidelines.	Support customers and provide information to complete a loan application
	Conduct checks on applications and documentation	Increase efficiency and customer satisfaction by ensuring applications are complete
	Communicate with the brokerage team to collect additional information for an application where required, to support the KYC and AML checks	
	Maintain Client Relationship Management databases (internal and funders where required) ensuring information is up-to-date and accurate.	To ensure systems are administered to a high standard
	Provide support to the Customer Success Manager with raising and issuing and logging invoices	

Key Responsibilities	Specific Tasks	Business Objective
Quality	<p>Comply with all relevant aspects of the Lending procedures and its associated procedures; which includes aspects of compliance with the Rules of the FCA, where applicable</p> <p>Communicate with 3rd party providers, such as CRA, Fraud prevention partner, when applicable.</p> <p>Report complaints to the Senior Management Team with any relevant recommendations</p> <p>Support the Customer Success Manager with delivering a high level of customer service and identify risks to the lending/brokerage department.</p> <p>Report suspicious activities to the MLRO</p> <p>Inform the Customer Success Manager of significant positive feedback from clients and partners</p>	<p>Maintain a high level professional service in accordance with FCA and other regulated bodies requirements.</p> <p>Ensure high levels of customer satisfaction and improvement to Newable's operations</p>
Other	<p>Work with colleagues to achieve team objectives.</p> <p>Comply with the reporting requirements as set out by the Operation and Compliance Manager and company's guidelines.</p> <p>Support the Senior Management Team with ad hoc duties related to this role as required.</p> <p>Help develop the products and processes for the lending/brokerage department.</p> <p>Represent Newable in various lending/brokerage business events.</p>	<p>Assist the lending/brokerage team to achieve both individual and overall business objectives</p>

Element	Essential	Desirable
Skills	<p>Strong interpersonal, negotiation and communication skills to establish a supportive relationship with a wide range of people and organisations</p>	<p>Previous experience in working in a customer facing role in financial services</p>

	Excellent project support and administrative skills supported by intermediate level MS Office skills.	
Qualities	<p>Hardworking, highly organised and enthusiastic.</p> <p>Attentive to detail.</p> <p>Ability to communicate effectively with people from diverse backgrounds.</p> <p>Self-motivated and confident.</p> <p>Team player able to work on own initiative.</p> <p>Good organisational capabilities with the ability to maintain schedules, under pressure when necessary</p> <p>Capable of performing under pressure.</p> <p>Positive attitude and committed to high levels of customer service.</p>	Knowledge and experience of SME lending / customer services and telephone interaction with clients.
Knowledge and Experience	1 year experience of customer services and telephone interaction with clients.	<p>Understanding, knowledge and experience of audit, monitoring and evaluation</p> <p>Knowledge and experience of loans administration</p>

Conditions and Remuneration

Starting salary	£22,000 – £25,000 per annum
Benefits	Newable Benefits Package
Hours	9.30am - 5.30 pm
Location	North – Manchester

Newable is committed to equal opportunities for all, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or any other protected grounds. Disabled people who meet all of the essential criteria will be invited to interview.