

Job Description

Job Title	Head of Direct Channel
Reporting to	Head of Regional Broking
Purpose	<p>To ensure the provides exemplary levels of support and advice to UK companies who are looking for commercial finance solutions.</p> <p>To assist the head of regional broking in managing the sales support function ensuring that the telesales team understand funding requirements and capable of fielding to pass business enquiries to the finance brokers.</p>

Key Responsibilities	Specific Tasks	Business Objective
Ensure processes and administrative duties are completed. Providing additional support to the finance brokers.	Managing team to handle inbound calls and making outbound calls to develop new business, resolve any issues and progress transactions	Owning the customer service provided to ensure excellent service at all times, and in every aspect, for KBIs, prospective customers and existing customers
Working closely with the Regional Head of Broking to ensure an integrated approach across our target markets	Contribute to product and channel development	Being responsive to stretching and often competing requests
Compliance with all mandatory policies and adherence to operational procedures to maintain internal controls	<p>Process and maintain accurate records and carry out tasks as requested by line management, to include;</p> <ul style="list-style-type: none"> Updating CRM Databases <p>Monitoring and adhering to company and FCA policies and regulations</p>	Support the general running of the team and its delivery of teams target
Manage the lead generation and marketing function for direct sales channel	<p>Work with lead generation companies analysing the quality of the enquiries and ensuring a minum conversion rate tbc.</p> <p>Create process map/ contact strategy for leads ensuring maximised contact per lead.</p>	Ensure conversion rates set and monitored for the team. Managing the quality of leads vs telesales team appointment vs conversion to completion.
Manage the sales support function	<p>Assist with recruitment within the region</p> <p>Manage the team ensuring the objectives are achieved collectively</p>	Manage the team to ensure that all enquiries are handled to a high standard and referred to the relevant finance broker for a face to face meeting.

Candidate Profile

Element	Essential	Desirable
Skills	<p>Excellent interpersonal and communication skills together with positive evidence of proven successful career progression gained in business development within the Financial Services sector</p> <p>People skills to deliver the highest standards of service</p> <p>Systematic and methodical</p> <p>Accurately prioritises key tasks</p>	<p>Proven track record in providing excellent customer service and in generating significant new income opportunities whilst effectively managing credit risk</p> <p>Proven banking/broker relationship management skills in commercial lending</p> <p>Proven ability to source and develop relationships with KBIs</p>
Qualities	<p>Self-motivated and confident, able to work on own initiative and actively as part of a team Confident dealing with companies and stakeholders directly</p>	<p>Be a natural networker, inquisitive and passionate</p>
Knowledge and Experience	<p>Sound knowledge of the commercial finance market, products and solutions</p>	<p>Ability to structure Finance proposals and write credit applications.</p> <p>Ability to analyse and review financial accounts and associated information</p>
Qualifications	<p>A level education in a business related subject</p>	<p>Graduate level Finance/banking industry qualifications</p>

Conditions and Remuneration

Starting salary	£45,000 -£60,000
Benefits	Newable Benefits Package
Hours	35 hours (9.00am-5.00pm Mon – Thurs, 8.30am – 4.30pm Fri)
Location	Manchester

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