

Job Description

Job Title	Head of Personal & Business Protection
Reporting to	Head of Property Finance
Purpose	To build and run a team of business and personal protection advisers as well as writing both business and personal protection business. Build links within the business to maximise cross selling opportunities, identify areas where introducers can provide business to the team and pick up all missed opportunities from the mortgage team.

Key Responsibilities	Specific Tasks	Business Objective
Build and manage a team of protections advisers	Recruit and manage a team of protection advisers	Continual growth of team whilst managing effectively to hit minimum targets
Writing of personal and business protection cases	Process and maintain accurate records and carry out tasks as requested by line management, to include; • Updating CRM Databases	Support the general running of the team and its delivery of teams target within a regulated framework
Support Customers with information, process and relevant products	Supporting and submitting applications where applicable, in line with eligibility criteria, and managing fully to completion/on risk date	Contribute to the team's quality and customer satisfaction scoring by facilitating transparent communication and the effective management of the customer
Working with third party introducers	Dealing with leads efficiently and keeping introducers up to date all the way through the process to give them control	To give our introducers control of the buying/remortgaging process and therefore providing an excellent service

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>Management of team and successful coaching to increase and maintain business levels</p> <p>Ability to deal with underperformers and coach back to acceptable levels</p> <p>People skills to deliver the highest standards of service</p> <p>Systematic and methodical</p> <p>Accurately prioritizes key tasks</p>	<p>Proven track record in providing excellent customer service and in generating significant new income opportunities within a regulated framework</p> <p>Proven banking/broker relationship management skills in a regulated environment</p> <p>Proven ability to source and develop relationships with KBIs</p>

Qualities	Self-motivated and confident, able to work on own initiative and actively as part of a team Confident dealing with companies and stakeholders directly	Be a natural manager, inquisitive and passionate, good relationship builder
Knowledge and Experience	Sound knowledge of personal and business protection market, products and solutions with at least 5 years direct experience in providing UK customers with regulated protection solutions	Ability to present personal and business protection products Ability to analyse and review financial information and protection needs

Conditions and Remuneration

Starting salary	£35,000 - £40,000 per annum
Benefits	Newable Benefits Package
Hours	35 hours per week (9.00am-5.00pm Mon – Fri but with some out of hours/weekend coverage required)
Location	Bristol/Cardiff/Home based

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 the essential criteria will be invited to interview.