

Job Description

Job Title	Telesales Executive
Reporting to	Head of Regional Broking
Purpose	To Telephone potential clients to gain an understanding of their finance requirements, and to book appointments for the Finance Brokers across the region

Key Responsibilities	Specific Tasks	Business Objective
Prospecting for potential clients	Handling inbound calls and making outbound calls to develop new business, resolve any issues and progress transactions.	To create new relationships that builds a strong client base.
Working closely with the Head of Direct Channel to ensure targets are met.	To book quality appointments and adhere to the callback strategy. Speaking with a high volume of clients per day.	Support the growth of the team and its delivery of team targets
Compliance with all mandatory policies and adherence to operational procedures to maintain internal controls	Process and maintain accurate records and carry out tasks as requested by line management, to include; <ul style="list-style-type: none"> Updating CRM Databases Adhere to Quality measures	Contribute to the team's quality and customer satisfaction scoring by facilitating transparent communication and the effective management of the customer
Track applications through to completion.	Supporting lending applications where applicable, data collecting and Lender interaction when required.	To provide a first class customer experience. Going over and above the Minimum Standards required.
Other	Any other tasks as considered appropriate	

Candidate Profile

Element	Essential	Desirable
Skills	<p>Excellent telephone skills, able to build rapport with our clients.</p> <p>People skills to deliver the highest standards of service</p> <p>Systematic and methodical</p> <p>Accurately prioritises key tasks</p>	<p>Previous experience in an outbound telephony role.</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.	Resilient, confident, people person who puts the needs of the customer and business first.
Knowledge and Experience	Previous experience in a outbound telephony role. (Preferred)	The ability to adapt to change in an ever changing environment
Qualifications		

Conditions and Remuneration

Starting salary	£18,000 - £21,000 per annum
Benefits	Newable Benefits Package
Hours	35 hours Mon-Fri (9.00am-5.00pm)
Location	Manchester

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