

SENIOR LENDING SUPPORT OFFICER

A fantastic opportunity has arisen for an ambitious person to join our Lending Team. This is an amazing opportunity to continue to increase your skillset and continue to build a career in mortgage lending.

The Senior Lending Support Officer performs the administration duties associated with the end-to-end processing of new mortgage applications from receipt of application through to the advancement of funds required on completion. You will work in conjunction with the Underwriters and POD Lead to ensure an efficient and effective service is delivered to all mortgage applicants and intermediaries. You will also assist with quality control activities and provide daily support to other members of the POD team.

The Lending Team operates within a fast-paced environment and therefore you must have the ability to remain focused under pressure whilst providing excellent quality internal and external customer service at all times.

Essential requirements to be considered for this position:

- A good understanding of mortgages and mortgage intermediaries.
- A strong focus on customer service.
- GCSE Maths and English grade C or above (or equivalent).
- Possess excellent communication skills.
- A working knowledge of MS Office, Word and Excel.
- A fast learner, particularly with new software and systems.
- Attention to detail and 'right first time' approach.
- Ability to multi-task.
- Flexibility.

This is a full time role, working 35 hours and 25 minutes per week, i.e., Monday – Friday 8.55am – 5pm with one hour unpaid for lunch. The salary banding for this role is £20,136 - £22,548 depending on experience. There is a potential for hybrid working including a mixture of working from home and within our head office in Hinckley once established in the role.

Why work for Hinckley & Rugby Building Society?

- Minimum of 25 days annual leave, with bank holidays in addition (increased with length of service and pro rata for part time employees).
- Opportunity to purchase an additional 3 days' annual leave each year (pro rata for part time employees).
- Additional day off during your birthday month.
- Annual discretionary bonus based on performance.
- Permanent Health Insurance (upon six months service).
- Opportunity to join Benenden Healthcare (upon six months service)
- Four times basic salary life cover.
- Access to the Employee Assistance Programme (EAP) and the Society's Mental Health First Aiders.
- Enhanced family leave packages.
- Three days paid leave per year to work in the community or as a volunteer.

If you wish to apply for the role, please complete the employment application found on our website in the careers section and email this to hr@hrbs.co.uk.

We look forward to hearing from you!