

## LENDING TEAM MANAGER

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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 to be proud of.

The Lending Team Manager will be responsible for the daily management and oversight of all team members and activities associated with the end-to-end processing of new mortgage applications from receipt of application through to the advancement of funds required on completion. This includes coaching and supporting the team to ensure a high-quality service is provided to mortgage applicants and intermediaries within agreed service levels. The Lending Team operates within a fast-paced environment and therefore you must have the ability to remain focused under pressure whilst proving excellent quality internal and external customer service at all times.

This is a full-time role Monday – Friday 8.55am – 5pm with 1 hour unpaid for lunch and Saturday mornings may be required as requested by management. Salary is depending on experience and will be discussed at interview stage.

Essential requirements to be considered for this position include:

- Leadership experience including coaching to direct reports, providing constructive and objective feedback to ensure they develop their knowledge, skills, and experience to operate effectively and to create a high performing team culture.
- Ability to set individual KPIs and targets to ensure consistent delivery of Lending Department objectives.
- Full CeMAP qualification – we may consider applications who are willing to undertake the qualification for the right candidate.
- Experience in managing and monitoring service level agreements.
- Excellent attention to detail and strong communication skills.
- Ability to think on your feet and solve problems quickly.
- Capability to adapt quickly in an agile working environment.
- Thorough organisation and prioritisation skills.
- A strong focus on customer service.
- Good IT skills and a basic understanding of the MS Office package.
- GCSE Maths and English grade C or above (or equivalent).

Why work for Hinckley & Rugby Building Society?

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

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](mailto:hr@hrbs.co.uk). We look forward to hearing from you!