



JOB DESCRIPTION

Job Title: Office Administrator/Customer Service Advisor	Job Holder Name:
Department: Various - Pre Offer/Customer Contact Centre/Conveyancing Team/Progressions	Reports to: Team Managers
Purpose of the Role To provide all round general administrative support and customer service assistance to several teams depending on daily business demand.	
Key Accountabilities Pre Offer <ul style="list-style-type: none">• To process all instructions received inline with client SLA• Creation of customer specific welcome letter and questionnaire• Production of additional letters pertaining to instruction• Processing abandoned cases Customer Contact Centre <ul style="list-style-type: none">• Provide a professional, polite and courteous service• To answer all incoming calls to C3 between the hours of 8.30 and 5.30 Mon-Fri• Use Mitel software to monitor call levels• Provide accurate updates to all callers• Use Visualfiles to log details of all calls• Ensure in house security questions are completed• Resending documents to customers/clients/brokers by email as and when requested• Working together as a team is imperative• Making outgoing welcome calls to clients and customers• Explain and encourage the use of G:PortL and understand how it works• Reporting any process failures to the Team Manager• Working in a team of changeable size dependant on call volume fluctuations in line with instructions• Be prepared to assist the progressions team or other departments if and when required Progressions Team <ul style="list-style-type: none">• Chasing redemption figures in order to set a file for completion• Chasing mortgage offers• Chasing funds from new lender for completion• Inputting the Mortgage Offer information• Running the completions script in Visual Files• Chasing third party responses• Updating all associated parties on completion• Answering calls that overflow from Contact Centre in peak times	
Quantative Information <ul style="list-style-type: none">• All cases opened same day as instruction/in line with client requirements• Positive impact on end to end customer journey quantified by achieving CSat score target	

Key Challenges

- Running manual processes as mandated lenders and introducers
- Ensuring compliance with information and security data protocols
- Ability to remain calm under pressure
- High dependency on case handlers and support teams to input accurate data in Visual Files
- In depth knowledge needed across all case types

Working Relationships

- Liaison with all internal teams
- Liaison with Lenders, Solicitors, Broker, Clients and Customers

Other Company employees – by Phone

- Case Handlers – Daily, to assist with queries on files
- Progressions – Daily, email if chasers are required
- Pre-offer – Frequently, if assistance is needed with instructions or quotes.
- Finance – Daily, Lease and Shortfall payments.
- Post Completion- Daily, if receive any HMLR or registration queries

Customers and clients – both banking and private by phone and occasionally email

Other external contacts who may call into the Customer Contact Centre

- Lenders
- Solicitors
- Brokers
- Estate Agents
- Managing Agents
- Freeholders
- HM Land Registry
- Outgoing parties
- Prospective clients
- Developers
- Sales/Cold callers