

JOB DESCRIPTION

Job Title: Pre Offer Administrator	Existing Job Holder: (if applicable)
Department: Sale & Purchase	Reports to:

<p>Purpose of the Role</p>
<p>Key Accountabilities</p> <ol style="list-style-type: none"> 1) Excellent customer service skills 2) Able to effectively manage daily tasks: <ul style="list-style-type: none"> - opening sale & purchase files, manually and by automated downloads - providing quotations to Clients, brokers, solicitors and estate agents, - assisting Clients, brokers, estate agents and solicitors - updating of Visualfiles Database - production of Initial Packs to Clients and Solicitors - production of additional letters pertaining to instruction - processing abandoned cases if required - obtaining authority to proceed from Clients via phone, email or letter if appropriate - liaison with Lenders, Solicitors, Brokers, Estate Agents and Clients - processing mortgage offers - updating Clients via in house software and web based portals 3) Work accurately and pay attention to detail 4) Problem solving and research skills 5) Have good numeracy skills for making financial calculations 6) Able to work under pressure 7) Working with Visual files, HMLR, Econveyancer and other Client interfaces 8) Working closely as a team, assisting others time permitted. 9) Resolving customers concerns <p>The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties.</p>



Working relationships (describe significant working contacts with others, their frequency and their purpose)

- **Manager**
- **Contact Centre**
- **Customers and clients**

- **Other external contacts**
Lenders, Solicitors, Brokers, Estate Agents,



Remortgage



Sale



Purchase



New Build