

ROLE PROFILE

Job Title	Trainee Account Manager
Salary	£18-£21k dependent on experience
Location	Remote/Regional
Hours	9.00am-5.30pm Monday-Friday (28 days holiday incl. Bank Holidays)

- If you are happy and productive working from home and contemplating how your working patterns will change over the coming months there is an exciting opportunity to be part of the next phase of growth plans of a well established mortgage business.
- TFC Homeloans have traded continuously for over 30 years and are considered to be the leading distributor of specialist residential & commercial mortgages, 2nd charge and bridging loans.
- We provide a mortgage placement and processing service to a large proportion of the UK Directly Authorised and Appointed Representative Financial Adviser market using our unique, cloud based, sourcing & processing platform.
- TFC are committed to providing the support and training needed to open doors to some great progression opportunities within the business
- The ideal candidate will be self-disciplined and able to work as part of a dispersed team to support each other and our customers.
- TFC will provide travel costs and accommodation for the initial induction period at Manchester Head Office
- TFC will provide all equipment needed, excluding internet connection, desk and chair
- Full CeMap training will be provided for this industry qualification

Key Accountabilities

- You will be responsible for developing and managing existing pipeline of Brokers, building trusted relationships and loyalty through regular communication, in order to encourage return business, welcoming and registering new brokers ensuring that they are aware of all our products and services and keeping brokers informed and adding value through the promotion of suitable new lender products, TFC services, special promotions and specific marketing campaigns
- You will also be responsible for working methodically through warm leads to ensure contact is made with new brokers and that they are registered within agreed timeframes
- Further responsibilities include maintaining and developing a good working knowledge of all TFC products and services and the Financial Services industry in order to discuss with confidence and accuracy, providing support and coaching brokers in the efficient use of the IAPP system.
- You will be expected to plan and prioritise workload and diary in order to achieve daily call targets, manage sales pipeline, and meet KPI's set for DIPs in the most efficient way and ensuring full compliance to the FCA guidelines and TFC standards at all times
- Participating in team meetings by sharing information and insight from reports on your own pipeline and contributing to team-based problem solving.
- Attending and completing regular training to develop own knowledge and continuously improve skills, role modelling the 'TFC Way' behaviours at all times and complying with any reasonable requests made by a manager

Person Specification

Essential attributes

- Computer literate and proficient with MS Office applications with Excel at intermediate level
- Ability to manage own workload efficiently and with attention to detail
- Proactive approach to building relationships with exceptional communication skills
- Strong objection handling and problem solving skills
- Positive and tenacious approach towards challenges and change
- A professional and mature approach to work and feedback
- Takes charge of their own development and proactive in maintaining up to date product knowledge
- Good standard of general education
- Have an appropriate, quiet space to be able to work from remotely effectively