

**JOB DESCRIPTION**

<b>JOB TITLE</b>	Technical Support Officer
<b>REPORTS TO</b>	Operations Director

**PURPOSE**

To provide support to brokers on lender/product knowledge.

Ensure that information held on our internal sourcing systems is up to date and accurate, and to aid in the development of these systems.

Complete ad hoc project work.

Manage the day to day relationships between MFB and its Buy to Let & Residential mortgage lenders.

Arranging lender visits & periodic reviews of their lending criteria.

Salary: £22,000

**KEY RESPONSIBILITIES**

- Oversees data held on internal sourcing systems, makes decisions and resolves problems relating to these data sources.
- Build and maintain effective relationships with all new and existing Lenders
- Act as the first 'port of call' for lenders with any product criteria queries.
- Offer telephone and email support to internal and external broker sourcing queries.
- Liaise with Mortgage Consultants, appraising them of any changes to our product range or relationships with the lenders.
- Liaise with the Head of Sales on lender relationships.
- Inputs, updates and maintains data so that systems accurately reflect current position at all times.
- Produces regular updates on lender and market activity.
- Ad hoc project work.
- Support to the Operations Director & Technical Support Manager

**KEY SKILLS / COMPETENCIES**

- Responding to constant change and redefining processes to suit.
- Recognises the need for change and makes recommendations accordingly
- Participates as part of the wider team, creating effective and professional working relationships with colleagues and customers.
- Co-operates openly and honestly with colleagues and participates in team activities, sharing experiences and ideas.
- Assists other team members and departments when necessary.
- Actively monitors progress of day to day work and acts to ensure expected service is maintained and improved where possible.
- Provides feedback to the Operations Director & Technical Support Manager.