

Role specification.

Role Title: Relationship Support Manager

Region(s)	Head Office (Manchester Green)
Reports to	Relationship Team Manager
Contact	Michaela Vitalis, HR Assistant (Michaela.vitalis@assetzcapital.co.uk)
Salary	Dependant upon experience plus benefits

Role Purpose

As a Relationship Support Manager, you will join a professional, motivated and committed team in supporting our UK-wide network of Relationship Directors, in the efficient completion of loan drawdowns.

Instrumental in the loan drawdown process, you will act as the key point of contact to all professional parties involved in the process including brokers, valuers, solicitors, borrowers etc. You will at the same time be responsible for keeping all internal parties, including Relationship Directors, fully apprised of progress for each loan.

Responsibilities

- Instruct and regularly liaise with valuers, solicitors and other professionals.
- Understanding of the loan process and documentation required for loans funded by Institutional lenders
- Liaise with brokers and borrowers and keep them fully updated on progress during the loan drawdown.
- Manage and deal with loan drawdown queries in an efficient manner.
- Raise any areas of concern in a timely manner to allow remedial action to be taken.
- Input accurate and up to date information on the Customer Relationship Management system.
- Following submission of each credit report, liaise and work closely with the Credit team.
- Act as conduit between the Relationship Director and other departments within the Company.
- Field calls when the Relationship Directors are unavailable.
- Prepare drawdown and completion statements and liaise with Finance prior to deal drawdown.
- Ensure the security documents related to each loan drawdown are signed and filed post completion.
- Compose all post sale paperwork and send post completion welcome e-mails
- Proactively chase outstanding deals with borrower / broker.
- Undertake adhoc project work and initiatives as directed.
- Adhere to all Company policies and procedures.
- Be a role model by doing things wholeheartedly, communicating with passion and enthusiasm.

Skills and knowledge

- Outstanding interpersonal and communication skills
- Knowledge of the loan drawdown process
- Relationship building acumen
- Well organised with the ability to multi-task
- Flexible with a can-do attitude
- Ability to work to tight deadlines
- Excellent written skills with a keen eye for detail
- Industry knowledge
- Proactive and highly self-motivated
- Proven track record of taking ownership and effectively managing projects
- Computer literate
- Experience of working within a FCA (or similar) regulated environment
- Confident information gatherer

Benefits

- 23 days holiday, rising to 25, plus statutory bank/public holidays
- Birthday Leave
- Pension Scheme
- Healthcare benefits
- Life cover
- Staff Pool Bonus Plan
- A relaxed and committed, environment supported by an enthusiastic team

Main Office

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