



Job Description

Mortgage Processor

Pure Retirement was founded on the belief that everyone deserves to enjoy their later years

A specialist mortgage lender to the Equity Release market, we offer products that provide simple and straight-forward solutions for use in effective retirement planning.

Winners of the Equity Release Award for Best Provider in 2015, and Best Provider for Adviser Support in 2016, we work with over 2000 registered advisers to provide a first class service to customers with products tailored to their needs.

At Pure we are committed to exceptional standards of performance, continually improving and developing our business through the colleagues we employ

Awarded the 'Investors in People' accreditation in December 2015, we are firmly geared up to build on our successes and continue with our growth plans.

We are a friendly, professional and dynamic place to work. If you would like to be part of our award winning team and live by our values of 'honesty', 'simplicity' and 'responsibility', we would love to hear from you.

Mortgage Processor

Reports to

Administration Manager

Location

Thorpe Park, Leeds

Hours of work

37.5 per week between 8am and 6pm (Hours of work will be flexible and dictated by the needs of the business, therefore it is expected that the successful applicant will work those hours necessary to successfully discharge the duties of the role).

The Role

Overview

To process Equity Release applications and carry out administrative duties of new and existing accounts. To ensure that all administration duties are performed to tight deadlines, keeping things simple for all those we work with, whilst maintaining the highest standards and quality.

Key Outputs

- Answer all inbound calls
- Data Input, including credit searches, flood maps, instructing valuers and solicitors and land registry checks
- Processing of new applications in preparation for the underwriters
- Distribution of Mortgage offers
- General administration duties including dealing with inbound and outbound post and file scanning
- To keep up to date with product and lending criteria to ensure brokers are given correct information at all times
- Comply with FCA regulations
- To comply with company standards and policies, e.g. Data Protection, Financial Crime, Treating Customers Fairly, Complaints Procedure etc.
- Other ad hoc administrative duties as required
- To take responsibility for ad hoc projects requested by Team Manager

This job description is not exhaustive and serves only as a broad outline of the duties required. This job description may be amended as necessary.

The Person

Overview

- A presentable and highly organised individual with a keen attention to detail and a methodical approach to their work
- An effective communicator, able to deal with colleagues, brokers, surveyors and solicitors in a professional manner which is confident, open and honest
- Must have the ability to prioritise and work to strict deadlines
- Approachable, organised individual with a proven ability to work using own initiative and take responsibility for their work in the absence of the Team Manager

Skills & Experience

Mandatory

- Extensive experience of working in an office
- Financial Services administration/mortgage processing experience
- Excellent customer service and telephone manner
- Excellent administrative Skills
- IT Literate
- Excellent attention to detail

Desirable

- Equity Release experience

Qualifications

N/A

Contact Us

Join our evolving team

For more details on this role or to find out more about our team please contact our recruitment team at careers@pureretirement.co.uk

