

**Role Title – Customer Services Administrator**

**Department – Central Sales and Service**

**Hours – 35 hours**

**Location – Nottingham, Head Office**

We have a brand new opportunity for a Customer Services Administrator to join our Head Office team to support with our mortgage and savings administrative tasks. We're on the lookout for someone with a keen eye for detail who is well organised and able to prioritise their workload, delivering a high standard of accuracy and compliance in all tasks. The successful applicant will be able to build excellent relationships with internal customers and stakeholders and will maintain The Nottingham's high standards of customer services to our members.

The role is based at our Head Office in Nottingham within our Contact Centre, the position is contracted to 35 hours a week and the team currently work between Monday and Friday 8-4 or 9-5 and Saturdays on a rota basis.

**The key responsibilities of this role include –**

- Ensure customer accounts are accurately administered to protect the integrity of the data and maintain consistency across the core systems and produce accurate and relevant management information
- Ensure valid first mortgage charges and variations are promptly and accurately registered, provide valid release of mortgage security and related documents no longer required by the Society, ensuring the Society's security remains adequately protected at all times
- Provide information and technical guidance to customers and front line service teams on aspects relating to savings and mortgage accounts
- Determine acceptability of Solicitors/Conveyancers and Intermediaries to be appointed to the Society's panel, and maintain those panels according to policy
- Deal with enquiries or complaints from internal and external customers.
- Work flexibly within a cross functional team to ensure smooth delivery, communication and administration

**We are looking for candidates who can demonstrate:**

- Excellent communication skills
- Customer focus
- Ability to work in a team environment and with independent work streams
- The ability to build excellent stakeholder relationships
- A high standard of administration and data entry skills
- A good working knowledge of Microsoft Office suite
- High standard of telephone and written skills
- Knowledge of mortgages and/or savings products/services (desirable)