

Job Description

Loans Processor

Position:	Loans Processor
Reporting to:	Senior Loans Officer
Date:	November 2020
Salary Scale:	Band 2
Personal Attributes:	<p>You have excellent written and verbal communication skills</p> <p>You have an excellent eye for detail</p> <p>You are self-motivated and well organised</p> <p>You have the ability to multi-task and can manage your workload</p> <p>You can work on your own initiative</p> <p>You are analytical and able to prioritise work</p>
Purpose:	<p>You will report to the Senior Loans Officer and work closely with the Lending Team to achieve loan portfolio targets</p> <p>Package loans efficiently and accurately, presenting them to Underwriters to allow them to make informed decisions.</p> <p>Initial assessment and recognising risk indicators</p> <p>Provide members with an excellent level of customer service</p> <p>Communicating with members through various channels to obtain necessary supporting information required for loan decisions and delivering loan decisions</p> <p>Providing loan quotes to members</p> <p>Working closely with other Lending Team staff to meet company performance requirements and objectives</p> <p>Oversight of all loan related matters in a timely and compliant manner ensuring policies and SLAs are adhered to, whilst delivering an outstanding experience to the Credit Union members</p>
Responsibilities:	<p>Loans Co-ordination</p> <ul style="list-style-type: none"> - To deal with member contact on an initial and on-going basis via incoming and outgoing telephone, text, letter and email - Handling loan applications and any loan related matters, including any loan administration, i.e. credit checks, transactions, filing etc - Responsible for the pre assessment presentation of member loans through a variety of means, including, assessment of risk, credit scoring, credit history, affordability analysis, Open Banking data etc - Evaluate confidential financial data to ensure swift and responsible lending decisions can be made

	<ul style="list-style-type: none"> - To raise concerns to the Underwriter if there are ‘warnings’ in place in the loans process - Responsible for the delivery of loan decisions including decline decisions to members - Keep to KPIs and targets set for you by the Lending and Credit Risk Manager - Recording of member information accurately, ensuring any notes are factual and not supposition - Maintain a sense of social responsibility and ethical approach, ensuring we have a commitment to treating our members fairly - Comply with data protection legislation and to maintain strict confidentiality and security in dealing with all information relating to the Credit Union and its members, in accordance with policies and procedures - To work to the policies and procedures including relevant legislation and guidelines set down by the Credit Union, the Financial Conduct Authority, TCF principles, the Consumer Credit Trade Association the Financial Ombudsman Service & the Data Protection Act 1998 and any other appropriate service standards <p>Other</p> <ul style="list-style-type: none"> - Assisting the Senior Loans Officer to ensure that the loan book growth targets are met - Assist the Senior Loans Officer and Senior Leadership Team with the implementation and delivery of new products and services to the Credit Union members - Work with the Member Services Team ensuring our members experience an excellent standard of customer care, assisting the Management with our Member experience approach - Assist with training new members of staff - Ensuring you have a working knowledge of internal policies and procedures and keep updated with policies and where relevant external practices - Understanding of Debt Management Plans and Insolvency - Undertake additional training as and when required - To positively contribute to the culture of the Credit Union - Any other duties that may reasonably be requested by the Credit Union
<p>Qualifications & Experience:</p>	<p>Essential</p> <ul style="list-style-type: none"> - At a minimum, GCSEs (or equivalent) at grade C or above in Maths and English - Minimum of 2 years’ experience in a Lending environment - Proven experience in a customer service role - Excellent verbal and written communication skills, delivering a consistent and professional level of service at all times <p>Desirable</p> <ul style="list-style-type: none"> - Understanding and appreciation of the Credit Union movement - Experience working in a regulatory environment - Proven experience working to target -