

# Personal Mortgage Consultant

You'll be the face and voice of West Brom Building Society in our Retail Mortgage Team reporting to the Retail Mortgage Team Manager. As a Personal Mortgage Consultant, you'll chat with our customers to discuss their mortgage needs, whilst adhering to the controls set out in the Training and Competency scheme.



**West Brom**  
Building Society

# Making a You- Shaped Career

## Personal Mortgage Consultant

### Key Responsibilities

- Be there when our customers need us in a way which suits them whether on the phone or face to face in a branch.
- Networking with branches, the Customer Contact Centre and representing the West Brom in our local communities.
- Supporting our existing customers through switching their product, further borrowing or moving their mortgage.
- Building relationships with customers to find out their needs and providing a solution from our products and services.
- Making outbound contact to keep our customers updated on their applications.
- Staying up to date on all our products and services and the wider mortgage market so you're always ready to share your knowledge and support our customers.
- Identifying new opportunities to help our customers.
- Managing yourself through continued professional development.
- Striving for a right first-time approach with a high level of accuracy to make things easy for our customers.

### Key skills and experience

- Full **CeMAP** qualification (CeMAP 1 may be considered for a 'trainee' status)
- Someone who shows up every day with a positive, helpful, and supportive attitude and makes a **heartfelt** impression on our customers.
- An **infectious team spirit** who's ready to collaborate and share ideas.
- A calm, **clear, and confident communicator** who can get their point across, as well as making other people feel heard.
- A **customer centric** person who holds a genuine interest in customers and their needs.
- Someone who can make conversations with customers **easy** and communicate information in a way that customers can understand.
- **Empathy**, we want you to put yourself in others' shoes. You'll need to listen, understand, and offer support to all our customers.
- **Flexibility**, there'll be times when we'll need you to step up to help your team especially during our busy times.
- A **focused** individual who can organise and prioritise workload with an emphasis on attention to detail.
- Previous experience delivering **great customer service**.

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### Our values

We take pride in our values and behaviours, as they shape how we behave and treat our customers and colleagues every day.

### Our values

- Be Passionate – make a difference
- Care – do the right thing
- Be Real – authentic & transparent
- Do it Today – be resourceful & work efficiently
- Own It – take responsibility
- Better Together – Collaborate