

Direct Sales Executive

Job Title: Direct Sales Executive	Department: Senior Sales	Reports to: Senior Sales Manager		
Main Purpose of Job <ul style="list-style-type: none"> To sell volume loan applications against Blemain Group lending criteria whilst maintaining good customer relations and maximising business profit and opportunities 				
Main Duties <ul style="list-style-type: none"> Exceed pre set KPI's and targets within a TCF framework. Make Preliminary underwriting decisions on completed application forms and contact the customer to sell the loan. Provide consistently effective customer care to facilitate further business application and referrals. Manage sold cases, encouraging legal documentation to come back in. Ensure clients understand all aspect of the procedures. Ensure complaints follow the correct procedure. Adhere to all Compliance and Training and Competency needs within the business. 				
Key Success Criteria <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> A. Individual Performance Indicator <ol style="list-style-type: none"> Exceed KPI's and set targets Quality Complaints procedure Maintaining knowledge </td> <td style="width: 50%; vertical-align: top;"> B. Expected Deliverable <ol style="list-style-type: none"> Achieve KPI's and sales targets. Ensure quality of work including calls adheres to the Training and Competency framework. Ensure all complaints follow the set procedure. Ensure actions comply with industrial guidelines, regulatory bodies and relevant legislation. </td> </tr> </table>			A. Individual Performance Indicator <ol style="list-style-type: none"> Exceed KPI's and set targets Quality Complaints procedure Maintaining knowledge 	B. Expected Deliverable <ol style="list-style-type: none"> Achieve KPI's and sales targets. Ensure quality of work including calls adheres to the Training and Competency framework. Ensure all complaints follow the set procedure. Ensure actions comply with industrial guidelines, regulatory bodies and relevant legislation.
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Behavioural Competency Profile <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> Business Awareness: 1 2 3 4 5 Change Management: 1 2 3 4 5 Communication: 1 2 3 4 5 Customer Focus: 1 2 3 4 5 Improvement: 1 2 3 4 5 </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> Leadership & People Mgmt: 1 2 3 4 5 Planning & Organising: 1 2 3 4 5 Quality: 1 2 3 4 5 Team Working: 1 2 3 4 5 </td> </tr> </table>			<ul style="list-style-type: none"> Business Awareness: 1 2 3 4 5 Change Management: 1 2 3 4 5 Communication: 1 2 3 4 5 Customer Focus: 1 2 3 4 5 Improvement: 1 2 3 4 5 	<ul style="list-style-type: none"> Leadership & People Mgmt: 1 2 3 4 5 Planning & Organising: 1 2 3 4 5 Quality: 1 2 3 4 5 Team Working: 1 2 3 4 5
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Technical Skills <ul style="list-style-type: none"> PC skills including MS Excel and Word Telephone skills 				
Qualifications/ Knowledge/ Experience required <ul style="list-style-type: none"> GCSE (maths and English) Previous sales experience 				