

**THE MANSFIELD BUILDING SOCIETY  
JOB DESCRIPTION**

<b>Job Title</b>	Mortgage Customer Services Assistant
<b>Department</b>	Mortgage
<b>Job Number</b>	
<b>Purpose of Job</b>	To provide an effective customer service for mortgage administration, from application to redemption.
<b>Responsible to</b>	Mortgage Manager
<b>MAIN DUTIES</b>	
<b>Operations</b>	To process mortgage, further advance and transfer of equity applications, including obtaining references, credit searches, valuations and other information and documentation relating to the application.
	To assist with the administration of mortgage arrears cases as required, including letters, telephone calls and interviews involving negotiations with the borrowers to satisfactorily resolve the issue. With the agreement of the Mortgage Manager, obtaining additional information from valuers, external debt collection firms and instruction of solicitors to resolve the arrears.
	To assist with the administration of possession cases as required, including taking possession, instruction of valuers and solicitors, sale negotiations, disposal of funds and MIG claim administration.
	To process DSS direct payment of mortgage interest forms, notices and resulting administration.
	To carry out all mortgage administration tasks from post offer to redemption including direct debits, insurance, redemptions, deeds, tenancies, transfer of equity, life policy administration, interest rate changes, mortgage statements and all mortgage account amendments and adjustments.
	To assist with the administration of Post offer cases as required, including letters, emails and telephone calls with the borrowers/solicitors to take the case to formal completion. This will include regular chases of the Post Offer pipeline.
	To liaise with other staff, customers and external contacts as and when required.
	To prepare reports for both internal and external parties, MIG providers and general insurance companies.

	To carry out testing of computer software relevant to the department.
	To carry out own word processing as required relevant of the duties in accordance with training and experience
	To access, update and administer the relevant mortgage computer records as required.
<b>General</b>	To carry out all duties as detailed and in accordance with documented policies and procedures
	To prepare and collate management information in accordance with laid down procedures and standards
	To ensure all targets/objectives as laid down are achieved.
	To promote the interests of and ensure adherence to the policies of the Society.
	To carry out all duties taking into account the principles of Treating Customers Fairly.
	To undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society.
<b>This job description will be amended in consultation to reflect changes in or to the job.</b>	
<b>Date:</b>	<b>Agreed:</b>