

RELATIONSHIP MANAGER



Reports to: Head of Sales

Working hours: 37.5 hour working week.

Start Date: Immediate

Benefits:

24 holidays, plus bank holidays, (Increases to 25 after 1 year's service);

Close proximity to Wilmslow train station;

24-hour colleague assistance helpline;

Westfield Health cash plan;

Team social events and trips

Salary: To be discussed plus discretionary annual bonus.

Role Overview

MS Lending Group Limited a UK registered company providing Commercial Lending. The primary objective of this role is to manage and maintain MS Lending Group's existing relationships as well as identifying new opportunities.

Main Duties & Responsibilities

The Relationship Manager will be accountable for evolving client relationships from inception through to completion. This role will focus on business development and new business as well as continuing to develop current relationships to leverage additional lending opportunities. Whilst working alongside the sales and underwriting team to deliver an outstanding customer service.

- **To identify key relationships within the industry both brokers and direct clients. Understanding the scale of opportunity around key prospects and identification of key decision makers.**
- **To develop and maintain relationships with existing clients. Conduct regular updates and meetings on a rolling basis. As well as seeking additional opportunities with the contact. Get to know them, and their needs.**
- **To understand, build and maintain relationships with brokers and direct clients.**
- **To attend trade and networking events with appropriate colleagues to develop relationships and give visibility to MS Lending Group through direct networking with decision makers, stakeholders and prospect influencers.**
- **To actively keep up to date with market conditions and report back to the wider business.**
- **To encourage face to face meetings with decision makers and stakeholders, engaging appropriate input from the Head of Sales, Managing Director, or CEO as appropriate.**
- **Fully embrace and engage with MS Lending Group's business behaviours.**

MS Lending Group Loves People Who Are:

Reliable

Be authentic and consistent in the way you do things so people know where they stand with you. Doing what you said you'd do is a minimum requirement.

Agile

Come with solutions, and don't be afraid to ask for help if you're stuck with a problem. Bring an open and enquiring mind to all situations and be excited to learn new things. Growth = change. Anticipate the change, adapt to it and embrace it quickly.

Calm Under Pressure

Get shit done with minimal drama. Stay calm, poised and respectful, however challenging the situation. Start interactions with enthusiasm, expecting a positive outcome.

Approachable

Welcoming, friendly, respectful and above all, be kind to each other. Always be open to other's ideas and look to build on them. Be down to earth, humble but quietly confident.

Creative

Challenge the norm and disrupt as if we are still a start-up. Relentlessly look for ways you can help make things bigger, better, more efficient.

Supportive

You belong here, so be yourself. Wear your passion with pride, be brave and confident in your abilities. Support and encourage colleagues to be the best they can be - and expect the same in return.

Measurements

- **New prospect added to prospect base.**
- **Sales calls to decision makers.**
- **Enquiry to completion conversion rate.**
- **Internal and external broker visits.**
- **Monthly sales target.**
- **Quality of new business enquiries.**
- **Representation of MS Lending Group as a brand.**
- **Strong client and client feedback.**

Key Skills and Qualifications

- **Excellent interpersonal skills.**
- **Attention to detail.**
- **High-level numeracy and an understanding of financial processes.**
- **An understanding of credit scores.**
- **Expert knowledge of databases, word processors and spreadsheets.**
- **Proven customer service skills.**
- **Exceptional organisational skills.**
- **Ability to multi-task and prioritise effectively.**
- **Interest in property market and market conditions.**

The Role Will Also Include

Monthly one to ones with the Head of Sales discussing performance and general welfare.

Visits to external business providers throughout the UK, occasionally meaning overnight stays.

The above is not exhaustive and is subject to review throughout the year. Please note your role will include many aspects of the business which go outside your day to day role. This includes anything requested of you by the Head of Sales.

Please send a copy of your CV with cover letter to

adamtauber@mslendinggroup.co.uk