



# Bath Building Society

We're different because you are

## **Mortgage Operations Administrator – permanent, full time – hybrid working.**

We are recruiting for a Mortgage Administrator to join our Mortgage Operations team. It's a great opportunity to join Bath Building Society and help us on our transformation journey building a platform for sustainable growth.

The successful candidates will have the flexibility to manage their working pattern between home and our Head Office in central Bath subject to agreement with the Head of Mortgage Operations. Although note that during the initial training phase the Mortgage Administrators will need to be able to attend the Bath office more frequently.

Located on Queen Square in the centre of the beautiful city of Bath, the Society has been serving the city and supporting our local community since 1904. As a mutual Society we are committed to being an employer of choice, creating a diverse and inclusive team, managing our environmental impact and supporting our local community.

We are proud of the strong supportive culture at the Society. It's a highly collaborative environment with great team spirit and we're all passionate about giving Members a personalised service.

There's a lot of exciting business change initiatives taking place right now and you'll be working with great people who know their stuff and are committed to making change happen, while remaining true to the Society's core values.

### **The Position**

Reporting to the Head of Mortgage Operations, the Mortgage Administrator will provide customer service and administrative support for our mortgage Members, mortgage Intermediaries and support the wider mortgage team in delivering excellent customer service.

You will be taking ownership for the processing of mortgage applications, helping progress applications through to customer offers, ensuring that mortgage funds are released and then when the mortgage is in place you will then be the first point of contact for existing mortgage members helping them with any queries they may have and ensuring that they remain with us.

## Qualifications and Experience

The ideal candidates will have a 'right first time' attitude, a multi-tasker with a confident approach and strong organisational skills. You will have the ability to take ownership of customer queries and complaints but still enjoy working as part of a team. You will have pride in what you do and a passion for delivering excellent customer service.

CeMAP Qualification desirable. If you don't have this, you should be committed to working towards it. We will of course support you in achieving this.

## Why should you apply?

Here are just some of the reasons our colleagues are attracted to work for Bath Building Society:

- Central Bath location with hybrid working opportunities when the job allows
- Competitive salaries and a good work life balance, we don't expect you to work silly hours
- At least 27 days holiday (plus bank holidays) with the option to buy an additional five days
- A day off on your birthday
- Generous pension scheme
- Life Insurance (four times your salary)
- Healthcare benefits after a qualifying period
- Colleague Forum
- Health & Wellbeing Forum
- Support from Mental Health First Aiders
- Sharing in Success: Annual bonus scheme based on both the performance of the Society and your individual performance
- Access to the Wider Wallet employee discounts portal to enjoy discounts off nationwide brands
- We also have regular social events and some of the best parties!

To apply or find out more, please email your cv to [careers@bibs.co.uk](mailto:careers@bibs.co.uk).

**Closing date:** 31<sup>st</sup> December 2023.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. If you are interested please submit your cv as soon as possible.