

Mortgage Consultants

Making More Possible

Danske Bank

Reference 00235 - Please quote this reference on all correspondence.

Location Branches within Greater Belfast & South East Northern Ireland and the Telephone Channel based in Belfast

Why not take the next step on your career ladder and help our customers with their journey on the property ladder?

What you'll do:

Due to continued growth in our Mortgage business we are recruiting Mortgage Consultants to help us Make More Possible for our customers. As a Mortgage Consultant at Danske Bank, you will have a customer centric approach and will be excellent at building relationships.

You will join our existing team of Mortgage Consultants who work as trusted advisors to our customers in enabling them to meet their home ownership aspirations and identify additional customer needs. You will provide a fantastic customer experience to our customers on their home journey.

Typical Responsibilities

- Consistently provide a high standard of compliant mortgage advice for new and existing customers.
- Take a holistic approach to customer needs, generating referrals and meetings for other specialists in the Bank.
- Being accountable for delivery of an individual set of goals and benchmarks, covering conduct, customer and financial.
- Prioritise and follow up on new business leads, conducting customer meetings.
- Assess and process credit applications for customers in line with credit policy, using individual approval authority.
- Contribute to the development of high performing teams through sharing of your expertise and best practice.
- Keep up to date with all information provided on competitor products and promotions.
- Ensure customers are provided with advice and service that is compliant with all existing legal, regulatory and voluntary code obligations, and all Bank standards, policies, processes and procedures.
- Ensure all activities are aligned to Danske Bank core values thereby ensuring fair treatment of all customers.

The person we need:

Qualifications

Essential

- Completed full CeMap (1, 2 & 3)

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Preferred

- Evidence of studying towards further qualification

Experience

Essential:

- Proven track record of competent completion of Mortgage Advice.
- Proven track record of competent completion of Mortgage Credit Applications.
- Proven track record of completing sales through identification of customer needs, including introducing to other areas based on customer need.
- Proven track record of providing an exceptional customer experience.
- Effective planning, organising and time management skills with excellent attention to detail.
- Experience resolving individual customer requirements based on their circumstance.

Special Aptitudes

- Deliver at Pace.
- Act with Integrity.
- Expect to Win.
- Transform and Innovate.
- Perform and Grow.
- Excellent interpersonal skills.
- Team Player.

Please ensure that all relevant details are included on the CV as only information provided will be used in the selection process.

Hours of Work will be 35 hours per calendar week. These hours may be averaged over a longer reference period in accordance with the needs of the business, and may include working on Sunday.

In the first instance your hours will be arranged between 8.00am and 8.00pm Monday to Saturday.

A 9 month probationary period applies in this role.

Benefits

- Opportunities for personal growth and development.
- Paid annual holiday entitlement of 22 days per annum.
- Paid Bank Holidays.
- Membership of the Danske Bank Employee Pension Plan - the Bank will contribute up to 10% of your salary.
- Life Cover.
- Funded Healthcare Plan.
- Perks - a benefits programme that entitles employees to over 1000 special offers and discounts on retail goods and services.
- The Employee Assistance Programme - provides employees and their families with 24/7 support on a wide range of personal and work related issues, through a confidential telephone helpline.

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Salary Range and Grade

G4: £18,470 -£28,859

After successful completion of Mortgage Consultant development plan you have the potential to progress to the G5 salary scale: £22,302- £34,848 and receive an increase of annual leave entitlement to 27 days per annum.

Relocation is not available.

Closing date for applications - 12 Midnight on Friday 27 July 2018

Interested in Applying?

Please ensure that all relevant details are included on your CV.

If you are interested in applying for this role, please read the applicant guidance notes and submit your CV via HR Online.

Should you need to contact us, please do so by email to donna-marie.bennett@danskebank.co.uk ensuring that you quote the vacancy reference number and vacancy title in the subject line. Enquiries may be made to: Donna-Marie Bennett, Resourcing Consultant on telephone +44 (0) 7483 166 303.

If you have a disability, which means you require assistance during any stage of the application process, please call HR Services on 028 9004 8500.

Danske Bank is committed to providing equality of opportunity for all.