

Job Description

Job Title: Product Administrator

Reports to: Product team Leader

Role Purpose:

This is a combined role supporting the delivery of key Let Alliance products within our Customer Development & Sales Team; namely Nil Deposit, Rent Guarantee and Client Money Protection. The Product Administrator will divide their time across these products, supporting the teams in maintaining service level agreements and a high standard of customer service.

The role is diverse and unique in providing administrative support to the Products Team and the business as a whole.

Duties & Responsibilities:

Supporting the Products Team in the following areas;

Client Money Protection

- Responsibility for reviewing Client Money Protection (CMP) applications
- Managing the workload effectively and ensuring deadlines are met for the renewals and new memberships for CMP
- Referring any queries to the Product Team Leader and the Head of Underwriting.
- Working alongside the Sales Team providing them with newly approved membership details and ensuring they contact the letting agents to advise of membership renewal/approval and discuss Let Alliance products.
- Return any posted agent documents securely to the letting agents.

Nil Deposit

- Collect new instructions from letting agents as new tenancies are set up, and add these to the Nil Deposit scheme
- Collect payments from tenants via the telephone, and allocate these payments to the correct account
- Chase and collect relevant documentation following set up of Nil Deposit service.
- Administrating change of tenant/tenant's details
- Support the claims administration team as and when required

Rent Guarantee

- To maintain a high standard of productivity at all times in administrating new and existing Rent Guarantee policies.
- Attend necessary training courses (internal and external) to maintain a high calibre of telephone and database skills.
- Escalate calls promptly to the next appropriate person, when necessary.

General Tasks

- Carry out any other tasks that may be required of you from your line manager/team leader

Person Specification

Attitude & Behaviour:

- A real zest for life, enthusiasm, professionalism and a positive “can do” attitude
- Polite and courteous with all customers and colleagues
- Sincere, reliable and honest
- Methodical and organised
- A great team player
- Flexible during busy periods

Knowledge, Skills & Experience:

- Educated to GCSE standard including Maths and English
- Excellent grammar, both verbal and written
- Excellent computer skills with good working knowledge of all standard Microsoft programs
- Advanced use of Excel
- Outstanding attention to detail
- Excellent telephone manner with the ability to build relationships
- Awareness of the provisions of the Data Protection Act and be able to apply these within the organisation
- Referencing background an advantage