

Sales Support

Department:	Sales Support	Location:	HO – Chester le Street	Reports to:	Sales Support Team Leader
Role Type:	Permanent	Salary Scale:		Hours of Work:	Full Time (35 Hrs/week),
Role Purpose:	To provide administrative support to assist in the day to day operational running of the sales support department.				
Our Purpose:	To create new ways to make people's lives easier. We're groundbreakers who demand better service, outcomes and ways of doing things.				
Responsibilities:			Person Specification:		
• Provides support to internal and external sales people and introducers in the sales process from proposal to the deal being paid out. • Ensures all customer documentation is accurate and processed as necessary • Stays up to date with a basic understanding of funder requirements and where they fit in the market • Uses different funder proposal platforms to propose deals • Accurately raises documents • Adheres to Standard Operating Procedures for the Sales Support Department • Liaises with funders / sales people • Resolves day to day enquiries and escalates to a team leader if unable to find a resolution • Maintains confidentiality • Continually seeks to develop an understanding of basic finance principles and financial information • Works in alignment with the group's purpose, vision and strategy • Continually seek and act upon opportunities for personal and team development • Carry out other duties, which may or may not be related to the job, as reasonably requested by management • Work in line with the FCA Consumer Duty Regulations within ASAF at all times			You will be: • Thoughtful, Inspiring and Driven • Proficient in the use of Word, Excel and Outlook • A team player with a professional approach to work and able to work using own initiative • Numerate and comfortable when handling financial transactions • Intuitive with IT systems and platforms You will have: • A can do attitude • Strong interpersonal skills with an ability to communicate effectively at all levels, both verbally and in writing and both within the organisation and external bodies • 5 GCSEs (or equivalent) grade A to C including Maths and English • An analytical mind with problem-solving skills • Good personal organisation – able to prioritise work to meet tight deadlines, able to work well under pressure, remaining calm and focused in a busy atmosphere • Recent and relevant experience as an administrator • Excellent attention to detail • Proven Customer Service skills • A good telephone Manner • An awareness of Data Protection regulations • The ability to maintain a SAF qualification You may have: • A basic understanding of asset finance and funders • An awareness of Financial Conduct Authority (FCA) regulations		
Other:	You are responsible for utilising the full portfolio of funders and acting ethically				

Postholder: NAME

Signed: _____

Month, Year