

Onboarding Co-Ordinator

Permanent, Full-time (37.5 hours, Monday to Friday)

Hybrid working with 3 days in the office, 2 days working from home

Department: Distribution

Reporting to: Sales Support Lead

About us

Mortgage Advice Bureau (MAB) is the UK's leading mortgage broker, winning 250+ awards for the quality of its advice and service. As experts in mortgage and protection advice, we're proud of our industry reputation and of our people, who continue to be the heart of MAB's success.

About the role

The Sales Support Team at MAB are a key part of driving a high-quality service to our businesses and Advisers as part of our network. As an Onboarding Coordinator you will focus on supporting the Onboarding Team and Sales Support Team through your initiative and excellent customer service to contribute to the overall sales objectives at both business and regional level, driving a culture of excellent customer service and high performance for MAB.

Key responsibilities

- Organising meetings for onboarding businesses and managing diary bookings for internal stakeholders.
- Liaising with key departments for follow up actions from onboarding meetings and to ensure actions have been completed in preparation for businesses to go live with MAB.
- Organising new business set ups – Administrative onboarding tasks such as submitting tickets, compliance docs, provider registrations.
- Requesting set-up for new advisers including ordering of agency numbers, creation of adviser guides and new starter documents.
- Ad-hoc tasks to support sales objectives as required by Sales Support Lead

About You

- Engaging personality with the ability to build rapport with internal and external stakeholders
- You have experience in managing key relationships with customers or clients in a commercial environment
- You are team-orientated and collaborate with your team and colleagues
- Proactive and self-motivated with a strong sense of initiative
- Strong communication and interpersonal skills, with the ability to work effectively with clients and internal teams
- Confident telephone manner

Everyone is Welcome

At MAB we value different experiences and perspectives which adds diversity and value to our culture. As an equal opportunities employer, we are committed to creating an environment where everyone feels welcomed, included and heard for who they are. We aspire to have a diverse and inclusive workplace and strongly encourage applicants from a wide range of backgrounds to apply and join us.

We are committed to reducing barriers in every stage of our recruitment process so everyone feels they can bring their best self when applying for new opportunities at MAB. If you'd like to hear how we can support you by adjusting our process, from application to interview and onboarding, please contact careers@mab.org.uk.

ESG Responsibilities

Our 'DNA' Values are at the heart of everything we do. They underpin our culture and influence the decisions we make and the actions we take every day. By living and breathing our 'DNA', we meet our financial and regulatory responsibilities, as well as our commitment to our Environmental, Social and Governance (ESG) strategy. In line with this you commit to:

- **Be Awesome:** take pride in who you are and feel safe to show it, encouraging others to do the same.
- **Break the Mould:** think differently and shake things up, looking for opportunities to change and improve things for the benefit of our people and the communities around us, our business and our planet.
- **Share the Love:** look out for your colleagues and unite as a team.
- **See Things Through:** do what you say you will, checking in along the way, to make sure you're on the right track. You will ensure that your team knows and understands the regulations and ESG priorities that are relevant to them, so there is a clear expectation of what's required of them in their role.
- **Use Your Voice:** talk openly and listen, so we're all in the know.
- **Deliver Wow:** you know who your customer is and make sure you achieve the right outcomes for them – using your expertise to achieve brilliance, often going the extra mile to do so. You set high standards for the quality of your own work and have conversations with your teammates and colleagues to ensure that the same high standards are met, always acting with integrity, due skill, care and diligence.

Across our business, regardless of whether you deal with customers directly or indirectly, we all play a part in the customer journey, and as such you have a duty of care to fully understand and embrace our commitments to Consumer Duty.