

Telephone Account Manager

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

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

Department: Sales

Reporting to: Head of Onboarding

About the role

MAB's team of Telephone Account Managers (TAMs) handle the day-to-day support of the field Sales teams and National Sales Director. As a TAM you will be dealing directly with our Sales team and our network of advisers to enable them to operate more efficiently, by aiding implementation of new initiatives throughout the network.

Key Responsibilities

- Provide effective communication and handle day to day operational issues, following up on any corrective action plans.
- Develop business relationships with MAB accounts and field sales structure.
- Onboard new advisers to MAB.
- Be responsible for proactive follow up of any MAB current or new initiatives.
- Maintain contact and agree actions with Regional Sales Directors.
- Understand MAB central functions and develop relationship with all head office members of staff.
- Maintain contact with Regional Sales Directors to confirm any feedback and action plans.
- Have a full understanding of all key projects including delivery programme – providing feedback from proactive call out plans.
- Have marketing and brand awareness, assist in implementation of any marketing campaigns and provide feedback.
- Adhere to all company policies and procedures as set by the company and National Sales Director.
- Maintain generic knowledge of the financial services industry and knowledge that is deemed necessary.
- Have a key understanding of MAB systems including MIDAS and banking.
- Work closely with MAB product providers and maintain key contacts to assist in any problem solving.
- Act in accordance with the requirements of the GDPR at all times.
- Deputise for other members of staff as required by the business.
- Ensure knowledge and understanding in areas of compliance and regulation is maintained as required.

About You

Full training will be provided to ensure you can quickly get up to speed, but to be successful in this role you need to demonstrate:

- Great interpersonal skills with the ability to build rapport quickly with customers and external stakeholders.
- You'll have a Customer Service/Account Management background.
- A professional approach with the ability to influence at all levels.

- Exceptional communication skills, both written and verbal
- A confident telephone manner with good objection handling skills.
- You're self-motivated with a positive and "can-do" attitude.
- The ability to work to challenging targets and deadlines and to maintain the quality of results whilst under pressure.

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.