**Mortgage Case Manager**

Due to our continued growth, we are looking for a full-time Experienced Mortgage Case Manager to work from our Twickenham office.

Mesa Financial is a one-of-a-kind advisory business, that specialises in high value borrowing transactions.

We believe it is our duty to make finance simple and our mission is to deliver the absolute best lending solutions for our clients' circumstances by creating value with every interaction.

We only work with the most talented individuals, who are pro-active and responsive at all times, even when delivering the toughest of messages. We focus on excellent internally to deliver excellence externally. Our word is our promise, and everyone's word is equal.

With all of this our biggest commitment is to build successful relationships and have fun along the way.

We are independent & specialist Mortgage brokers directly authorised by the FCA.

The Mortgage Case Manager role offers a competitive salary, on the job training and benefits package which will suit somebody who is willing to explore an opportunity in an extremely varied, with excellent scope to progress in the future.

**The Mortgage Case Manager** **duties will be:**

* Liaise directly with Banks, advisers, solicitors and other key parties in the mortgage process
* Managing cases from initial application to completion, ensuring the client/s and all other relevant parties are kept fully informed.
* Answering all customer and third party queries
* Working with key stakeholders across the business to assist with a joint goal of delivering excellence
* You will be pro-active and organised creating your own contact strategies

**The Mortgage Administrator** **must have the following skills:**

* Great emotional intelligence, i.e. must be able to build meaningful relationships
* Confident in talking to people at all levels of seniority
* Experience providing administrative support to Mortgage Advisers, ideally working within a mortgage broker.
* Must be an expert in processes and have the ability to influence change in processes when required
* Excellent time management, planning and organisational skills
* You are motivated to grow and have a desire to progress in your career

**Experience**

* Experience in UK Mortgage Industry or Estate agent
* Experience delivering exceptional customer experience

Job Type: Full-time

Additional pay:

* Performance related bonus

Schedule:

* Monday to Friday
* Flexible working