

Overview:

Vacancy Reference Number: MSMS 2025-002

Location: Norwich

Job Description

Business Entity: Mount Street Mortgage Servicing Limited	Review Date: Jan 2025
Cost Code/ Business Unit: 37 - Project George	
Division: Loan Servicing Norwich	Department: EMEA Loan Servicing
Corporate Title: Associate	Functional Title: Business Administrator
Ultimate Reporting Line: Shelley Aldous, Director, Head of Loan Management	
<p>Responsible For: Providing administrative support to the management of a portfolio of loans on behalf of a key client mandate and the general running of the Norwich office.</p>	
<p>Explain who will cover the role when current individual is absent from the office: Each member of the team will provide team cover for each other when required to ensure a complete uninterrupted level of service is maintained.</p>	
<p>Purpose (a brief encapsulation of what the jobholder is required to accomplish): To ensure the administrative duties and general admin associated with a key client mandate are carried out in compliance with policies, procedures, and timelines.</p> <p>Working as part of a team, taking accountability, staying focused under pressure as well as showing the ability to adjust priorities to meet changing needs.</p>	
<p>Core Responsibilities (6-10 points subdividing the role into areas of functional responsibility):</p> <p>Admin duties:</p> <ul style="list-style-type: none"> • Managing all inbound/outbound post • Document/deeds management, ensuring that all deeds and documents are deposited/scheduled for posting, monthly MI reports are actioned and attend the monthly service review meeting with the client • Co-ordinating DocuSign to arrange for legal execution of documents/wet ink signing with the client • Maintain digital filing systems 	

- Obtaining and acknowledging lease documentation to evidence any tenancy changes, ensuring all amendments are recorded and validated
- Running quarterly CQC reporting
- Organising couriers, when required
- Other duties as assigned

Office duties:

- Maintaining the central source of resources for the Norwich office – staff lists, equipment, mailboxes, distribution lists etc
- Maintaining Norwich Health & Safety records, including manual accident recording and monthly fire check (extinguishers/signage etc)
- Maintain the external visitors log
- Managing the leaver/joiner process
- Stationary/IT equipment ordering
- Liaising with contractors to organise monthly/annual lighting tests
- Maintain weekly fire alarm test/logbook
- Managing security software/office accesses/ID cards
- Processing office invoices (i.e. cleaners/maintenance etc)
- Organising quarterly Norwich social events/other events
- Other duties as assigned

Skills and Competencies (Key skills, competencies and attributes required for success):

- Ability to quickly prioritise and coordinate work
- Motivated and proactive, ability to use own initiative
- Ability to form good working relationships with all levels across the business
- Ability to meet deadlines while achieving high levels of accuracy
- Strong oral and written communication abilities
- Ability to work in a team
- Ability to problem solve
- Must be able to adapt quickly and efficiently to client-specific requirements and objectives
- Advanced skills in MS Office Suite including Outlook, Excel, Word

Essential Approved Persons Examinations (e.g. FSA, CFA):

Professional Examinations required (e.g. ACCA):

Other skills required, essential or desired (e.g. languages):

Please note that to ensure compliance with DSGVO/GDPR it is essential for ALL CV's received for prospective candidates who are not appointed MUST be deleted and not saved. If a CV is forwarded onto a colleague please advise them of this rule and please delete the sent email from your history also.

Mount Street is committed to creating an inclusive and equitable environment for all. We believe that by harnessing different backgrounds, experiences, and perspectives our teams bring a greater breadth and depth of knowledge and expertise and are better placed to support the clients and communities we serve. Creating a truly inclusive working environment is the responsibility of every member of our team. We openly welcome all candidates and their unique contributions irrespective of age, colour, disability (physical or mental), education, ethnic origin, gender, gender identity or expression, nationality, marital or family status (including pregnancy or parental status), race, religion or belief, sex, sexual orientation, veteran status or by any other range of human difference brought about by identity and experience.

Research shows that women and members of other under-represented groups may not apply to jobs when they believe they may not meet every qualification. If you are enthusiastic about this opportunity, and feel you have something to offer, we encourage you to apply.

We will ensure that reasonable adjustments or accommodations are made at each stage in our hiring process for individuals with disabilities. If you require an accommodation or adjustment, please contact the HR team on HR@mountstreet.com or +44 (0) 20 7659 7051.