

SUPERBIKE **FACTORY**

Superbike Factory Ltd
Snape Road | Macclesfield | Cheshire | SK10 2NZ
Tel: 01625 353012 / Fax: 01625 353002

Job Title: Loans Administrator
Department: Loans/Payouts
Location: SuperBike Factory, Macclesfield
Reports To: Payouts Manager
Level: Entry
Employment Type: Full-time

Job Purpose:

The Loans Administrator will support the Finance team by facilitating motorbike finance applications, liaising with customers and lenders, and ensuring all documentation is processed efficiently.

The role involves managing the loan application process, ensuring excellent customer service, and developing strong working relationships with finance lenders. This position is crucial to the smooth operation of finance approvals and documentation within the Superbike Factory.

Key Responsibilities:

- Proposing finance applications: Propose customers to a panel of finance lenders seeking motorbike loans, ensuring each application is complete and accurate.
 - Processing finance documentation: Issue finance documentation to customers and liaise with them to ensure prompt return of completed paperwork.
 - Lender Relationships: Build and maintain strong working relationships with finance lenders, handling inquiries and resolving any issues that may arise.
 - Cross-Department Collaboration: Work closely with other departments within the Superbike Factory to ensure smooth customer journeys and timely loan approvals.
 - Customer Service: Provide exceptional customer service throughout the finance process, ensuring customer satisfaction and prompt resolution of queries.
 - Compliance: Ensure all finance proposals and documents are processed in compliance with regulatory requirements and internal policies.
 - Processing payouts: Getting packs together and sending for pay out.
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Required Skills and Qualifications:

Education:

- Minimum of GCSEs or equivalent (including Maths and English)
- Further qualifications in administration, finance, or business (desirable but not essential)

Experience:

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- Previous experience in an administrative role, ideally within finance or customer service, is beneficial but not required
- Experience working in a fast-paced, customer-focused environment
- Experience in a role that required strong organizational and multitasking skills

Skills and Competencies:

- **Organizational Skills:** Ability to manage multiple tasks simultaneously and meet deadlines.
- **Communication Skills:** Excellent verbal and written communication, with the ability to handle customer queries professionally and clearly.
- **Attention to Detail:** Strong focus on accuracy, particularly when handling finance documents and customer information.
- **Customer Focus:** A hands-on approach to providing excellent customer service, with the ability to build rapport and trust with customers and lenders.
- **Self-Motivation:** Ability to manage your own workload effectively and help the team meet targets.
- **Adaptability:** Able to thrive in a fast-paced environment and be proactive in resolving issues.

Performance Standards:

- Timely submission of loan applications and return of finance documentation
 - High level of customer satisfaction and minimal complaints related to loan processing
 - Strong relationships with lenders and internal departments, fostering a cooperative environment
 - Meeting individual and team targets related to loan proposals and approvals
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Working Conditions:

- Office-based at the SuperBike Factory, Macclesfield

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- Ability to work in a fast-paced, customer-centric environment with regular deadlines
 - Flexible hours may be required during peak periods
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Key Relationships:

- Internal: Finance Manager, Sales Department, Customer Service Team, Booking Out team
 - External: Finance lenders, customers applying for motorbike loans
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Career Development Opportunities:

- Opportunities to progress within the loans department to more senior administrative or management roles based on performance
 - Training opportunities to gain further qualifications in finance or customer service management
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Note: this job description is not exhaustive, non-contractual and may be added to or changed from time-to-time following discussion and consultation with the post holder and line manager.