Redbrick Property Support Officer



You're part of it

Our Purpose

Our purpose is to support the ambitions of the people and businesses of the UK by delivering specialist financial services.



Your Purpose

You will be responsible for supporting all teams within Redbrick through a wide variety of tasks. These will range from day to day monitoring and allocation of incoming correspondence, liaising with contractors and managing agents, monitoring legislative compliance through receipt of necessary certificates, and ensuring quality and accuracy standards remain high. To name but a few!



Your Purpose & Performance Profile

Our Strategy

Our strategy is driven by our purpose and helps us achieve our vision to become the UK's leading, technology-enabled specialist bank and an organisation of which our employees are proud. We focus on five strategic priorities to help us deliver our strategy. These are supported by three strategic pillars and eight values that underpin our culture and the way we do business.

Our strategy is to focus on specialist customers, delivering long-term sustainable growth and shareholder returns through a low risk and robust model.

Our Strategic Priorities

Growth

Growing our lending in specialist segments of the market where customers are underserved by the large, high street banks.



Diversification



Continually developing our range of savings and specialist lending products in both existing and new markets, organically and through acquisition.

Capital management

Management of capital is a critical lever as we invest to grow our business and people.



Digitalisation



Implementing sophisticated, digitally enabled, cloud-based platforms which enable us to deliver outstanding customer service, become more efficient, support decision making and address new markets.

Sustainability

Reducing the impact our operations have on the environment and ensuring we have a positive effect on our stakeholders and communities



Strategic pillars

A customer-focused culture

Expert knowledge and experience, supported by proprietary insight, data and analytics to deliver deep understanding and good outcomes for all our customers.

A dedicated team

An experienced, skilled and engaged workforce, and a unique culture underpinned by eight values.

Strong financial foundations

Prudentially strong, with a low-risk approach to lending, reducing volatility of earnings and enhancing sustainability of dividends.

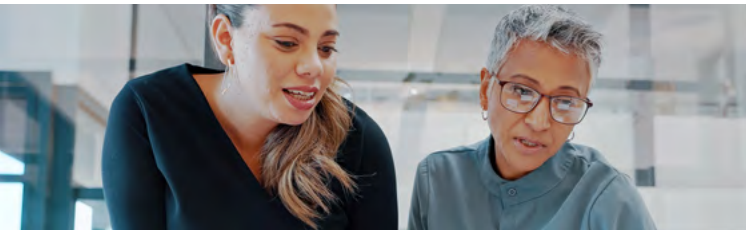
Who you'll be working with

The Redbrick team consists of 4 main roles and you will interact with these teams daily:

Redbrick Property Management
Redbrick Sales and Lettings
Redbrick Finance
Redbrick Property Support

Redbrick are part of a wider department called Portfolio Operations, so you may also liaise with others across the area as the need arises. Along with some teams from the wider Paragon Group such as Group Finance and Legal.

We also have a number of 3rd party appointed representatives that you will liaise with on a daily basis



The skills you'll bring

A natural multi-tasker, who is able to organise, prioritise and manage workloads with a good level of accuracy and attention to detail.

You are keen to learn and develop to achieve your full potential.

You will have good listening, written and verbal communication skills and are able to adapt your style to the needs of your audience.

You have a good awareness of how your role and actions impact the team and our customers, and have a desire to deliver work to a high standard.

You have the ability to collate and assess all data needed to make sound assessments and decisions to achieve the best outcomes.

You thrive in a team focused, fast paced, ever changing busy environment, taking ownership for delivering the high quality of work we strive for by seeing things through to successful outcomes.

You are able to conduct yourself in line with the Paragon values, enabling you to be part of a positive and supportive team.

Good numeracy and literacy skills.



What you'll do day to day

Your day to day role will consist of managing and prioritising the work outstanding for that day or the week ahead. This will include a variety of tasks such as:

Regular liaison with 3rd party agents as well as internal support areas.

Effective management of workloads, utilising appropriate event queue management and prioritisation as appropriate or, as instructed by your line manager

Timely and accurate issuing of monthly or annual records to Companies House, and borrowers.

Providing feedback and ideas, to identify and assist with the improvement/development of processes and procedures

Handling tenant/borrower enquiries via email and telephone calls. Identifying complaints and/or vulnerabilities that require probing, empathy and sensitivity as well as effective steps for resolution.

Ensuring accurate preparation of all necessary paperwork, whether for legislative or in-house audit purposes to ensure we adhere to obligations and quality standards

What does success look like for you?

THINK CUSTOMER

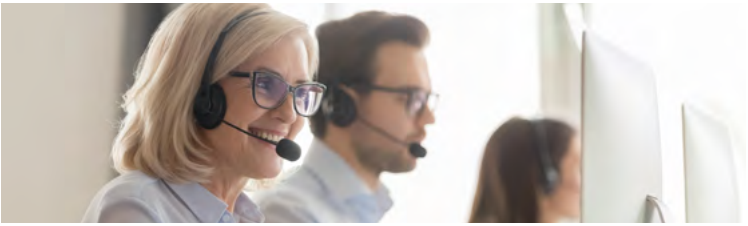
You will be accountable, able to adapt to change and work under pressure to deliver positive customer outcomes.

You will provide customers with full and accurate information to ensure they receive the best experience possible.

Stakeholders will be fully supported and guided throughout the varied journeys in a timely and accurate manner.

You will collaborate with other central support areas of the group to support the delivery of common objectives.

Consistently demonstrating the required skills for your level.



THINK RISK

You will work within the current processes for the Redbrick team, whilst ensuring you stay up to date with mandatory training modules.

Ensure that your work is compliant with the approved standards and procedures, through accuracy and attention to detail as well as adapting to feedback.

Demonstrate an understanding of how your role plays a part in protecting the Group from risk, and where issues or risks arise, speak up.



THINK PEOPLE

You will be a positive influence in the team, demonstrating good behaviours, a good work ethic and professional standards in line with the Banks values and behavioural framework.

You will participate in training sessions and team meetings, to help build a strong sense of team.

Review your development needs at least annually and take action to enhance your performance and expand your expertise.

Demonstrate your support for equality, diversity and inclusion with Paragon.

Share and talk about your findings on Redbrick systems and processes to enable your colleagues to grow and develop.



THINK COMMERCIAL

You will ensure you have full understanding of procedures and work within the Quality Assurance Framework to minimise errors and risk within the team.

Share ideas to improve the efficiency of processes and procedures to help reduce/mitigate errors and additional costs.

Good outcomes will be at the forefront of everything you do, to mitigate unnecessary costs or delays (which could result in increased complaints and/or compensation)

You will be able to build good working relationships with 3rd party agents and stakeholders across the group, ensuring use of the most appropriate communication methods to achieve the desired results.



THINK SUSTAINABILITY

Use sustainable training solutions to support Paragon's ambition to reduce our carbon footprint. For example, utilising shared sites for training documents.

You will be mindful of our goal to be a paperless office and avoid printing documents where it is not necessary.

Minimising waste and using recycling facilities available throughout the office.



You'll make a real impact by:

Being proactive in your own development, ensuring you have a strong understanding of processes and having achieved a higher mandate and relevant professional qualification

You will have a strong knowledge of our legislative obligations

Being seen as a referral point for the team and being the go to person for queries

Pro-actively taking on additional responsibilities such as audit reviews, third party contact and support, staff training

Identifying problems with processes and providing effective solutions for improvement, whilst considering risk

Demonstrating strong capability to answer and resolve complex queries.

Personal objectives

If you have personal objectives that are additional to those in your Purpose and Performance Profile above, please capture them here:

If your role is included within the senior management / certificate regime you will be required to:

- Pass and maintain the requirements of the relevant Regulator's 'fit and proper test' as required by the Senior Managers Regime/ Certification Regime.
- Adhere to the Senior Manager Rules as part of the Senior Managers Regime as detailed below if SMR ROLE.
- Adhere to the Individual Conduct Rules as part of the Senior Managers Regime/ Certification Regime as detailed below.
- Be responsible for taking ownership and maintaining of your own Continuous Professional Development (CPD) Log as part of the Senior Managers Regime/ Certification Regime.

Senior manager function rules

1. You must take reasonable steps to ensure that the business or the firm for which you are responsible is controlled effectively.
2. You must take reasonable steps to ensure that the business or the firm for which you are responsible complies with the relevant requirements and standards of the regulatory system.
3. You must take reasonable steps to ensure that the delegation of your responsibilities is to an appropriate person and that you oversee the discharge of the delegated responsibility effectively.
4. You must disclose appropriately any information of which the FCA or PRA would reasonably expect notice.

Your development

We really want you to succeed within your role and your career. Nobody knows you better than you, and you are encouraged to take the lead on how you are doing and how you progress.

Please use this page to reflect on your personal learning and development; whatever that may look like for you.

What am I currently doing to support my learning and development?

What are my strengths and how can I make better use of them?

What would I like to learn next?

What are my career aspirations?

What resources / people can help me with my development goals?

Our values

Our culture is built upon a commitment to do the right things for customers, our colleagues, our wider stakeholders, and the world around us. Eight values underpin our culture and the way we do our business.

Doing the right things means making clear and ethical decisions, understanding the implications of our actions, being accountable for them and making a commitment to speak up and put things right where we see something that is wrong.



Fairness

To work together to ensure good outcomes for all our customers



Professionalism

To maintain the highest standards and deliver our products and services with care and accuracy



Integrity

To be honest and open in everything we do



Humour

To ensure we have fun while achieving success!



Commitment

To drive the business forward with determination and to do so with effort and enthusiasm



Creativity

To identify and create new business opportunities and apply creative and effective solutions to problems



Teamwork

To work in harmony and collectively towards the delivery of our overall objective



Respect

To treat people as individuals and listen to their views

Our code of conduct

Our Code of Conduct is designed to help you navigate through the vast array of decisions that you will need to make to deliver effectively on our purpose. You can view a copy of our Code of Conduct **here.** As a regulated firm we are also subject to the below conduct rules:

1. **You must act with integrity**
2. **You must act with due skill, care and diligence**
3. **You must be open and co-operative with the FCA, PRA and other regulators**
4. **You must pay due regard to the interests of customers and treat them fairly**
5. **You must observe proper standards of market conduct**
6. **You must act to deliver good outcomes for retail customers**

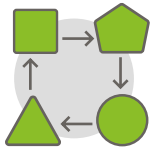
Our Leadership Commitment

We all deserve to have a great manager. Our managers commit to delivering inclusive, inspiring, and impactful leadership. For us, this looks like:



Empathy

Having and applying emotional intelligence to understand and engage with others more effectively. Using both self-awareness and the understanding of others to react positively to different situations.



Adaptability

Having the skills and willingness to adapt at pace to changing circumstances and environments. Being comfortable with ambiguity, maintaining personal resilience and learning from experience.



Creative Thinking

Having the skill to incorporate creative and innovative practices into tasks, activities and interactions, bringing new perspectives into the workplace.



Coaching

How we support others to explore and unlock their potential using coaching tools and techniques and building a trusting coaching relationship.



Teamwork

The coming together of a diverse group of people to deliver a common objective. Working well together, but open to new ideas and challenge. Creating a safe, inclusive environment to experiment, make mistakes and improve.



Think! Customer

How we build and maintain trusted relationships with internal and external customers based on a deep understanding of customers' needs. It's about communicating clearly and working in partnership.



Decision Making

How we make effective decisions on a day-to-day basis, taking ownership of decisions and demonstrating sound judgement.

If you are a manager of people you will help your people to be their best by:

Sharing our purpose	Checking in	Reward and Recognition	Career and learning	Performance enhancement
• agreeing objectives • reviewing them regularly • enabling continual improvement	• managing as a coach • providing and seeking feedback • agreeing and setting outputs • supporting employee well being	• providing in the moment appreciation (Mo) • celebrating achievements • rewarding fairly	• managing as a coach • enabling an employee led approach • agreeing development plans • supporting aspirations	• providing timely and honest feedback • plan for success by agreeing a clear plan of action with goals and required support identified and reviewed regularly

Frequent and meaningful conversations

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