

Sales & Customer Executive



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

The Sales & Customer Relationship Executive supports sustainable growth and retention within Motor Finance by operating across the Sales Support and Customer Retention teams. The role builds trusted relationships with motor dealers and finance brokers, supports introducer-generated applications and pipeline activity, and proactively engages existing customers to identify appropriate refinancing and retention opportunities.

The role is responsible for delivering a consistently excellent journey for introducers and customers, supporting good customer outcomes, maintaining service standards and helping the business achieve new & new-new business & retention



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.



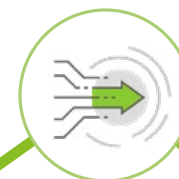
Diversification

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

Sales Support and Customer Retention colleagues
Regional Sales Managers and the Senior Manager - Sales & Business Development
Motor dealers, finance brokers and other approved introducers
Existing Motor Finance customers
Underwriting, Business Support and operational teams
Wider Motor Finance and support functions as required

The skills you'll bring

Excellent verbal and written communication skills, with the ability to adapt communication for customers, introducers and internal stakeholders.
A strong customer-service mindset and commitment to fair, good customer outcomes.
Ability to build relationships, influence, persuade and negotiate professionally.
Target-focused, resilient and able to respond positively to rejection or changing priorities.
Organised and disciplined, with effective time management and the ability to manage activity across two teams.
Able to use initiative, solve problems, analyse information and work collaboratively.
Business awareness and knowledge of the vehicle finance industry.
Basic underwriting awareness and the ability to understand and assess financial information.
Awareness and understanding of the relevant regulatory framework and conduct-risk requirements.
Computer literate, able to learn new systems quickly and maintain high-quality records.
Flexible and calm under pressure.

What you'll do day to day

Make regular, proactive contact with introducers to build trust, strengthen lender relationships and grow lending volumes of the required quality.
Deliver a knowledgeable, responsive and professional service to introducers throughout the application journey.
Provide ad hoc quotations and explain relevant product and process requirements clearly.
Assess and administer introducer applications before submission for approval, ensuring information is complete and accurate.
Support Regional Sales Managers with administrative activity, pipeline progression, campaigns and appointment generation.
Capture introducer feedback and recommend improvements to processes, products and service delivery.
Make regular, proactive contact with existing customers to identify appropriate vehicle refinancing and retention opportunities.
Provide customers with clear, fair and jargon-free information that enables informed decisions.
Prepare ad hoc quotations and guide customers through the relevant journey with confidence, knowledge and appropriate empathy.
Manage retention opportunities from initial contact through to outcome, maintaining accurate records and timely follow-up.
Use customer feedback to support enhancements to products, processes and the overall customer journey.
Monitor and manage introducer and customer pipelines, prioritising activity and escalating barriers promptly.
Maintain daily contact with Underwriting and Business Support to support agreed service standards and progress applications.
Produce accurate management information.



What does success look like for you?

THINK CUSTOMER

Treat customers fairly by ensuring all communication to an individual is clear, fair, jargon free and that their questions are answered by providing full information; enabling someone to make an informed decision.

Understand how the principles of Treating Customers Fairly impact on the processes and procedures within your role.

THINK RISK

Understand how the principles of conduct risk impact on the processes and procedures within your role

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

Implement and act in accordance with the company's information security policies to protect all assets from unauthorised access, disclosure, modification, destruction or interference

Report security events or potential events to your line manager, business head, or a member of the Information Security Group (ISG)

THINK PEOPLE

You complete all mandatory learning within the set timescales

You demonstrate your support of equality, diversity and inclusion within Paragon

You live the Paragon values, demonstrating excellent teamwork and collaboration with your colleagues

You help motivate your team and keep morale as high as possible

You ensure you have performance objectives in place, and that these are regularly reviewed and discussed with your line manager



To make regular contact with our existing customers, refinancing their existing vehicles, growing volume support of the desired quality.

Deliver an excellent service to our customers

To support Introducers & existing customers in an empathetic, confident and knowledgeable manner

Daily contact with the Underwriting and Business Support teams to ensure service standards are being met

To use customer feedback to recommend and assist in the development of new processes and loan products

Provide support and complete administrative duties on behalf of the Senior Manager.

Provide support to all areas within the business when required.

Provide our Introducers & existing customers with adhoc quotations

Monitor and manage our existing pipeline business.

Produce management information for the Management Team

Awareness, understanding and contribution in achieving the business area's objectives

Achieve personal objectives set by the Senior Manager

You build awareness of environmental and social issues to help strengthen Paragon's ESG ambitions

You undertake a minimum of one day's voluntary activity each financial year

You'll make a real impact by:

Provide best in class service to our Introducers & existing customers. Evidence to be provided of examples of where you have gone over and beyond.

Generate a minimum of 2 appointments per month.

Deliver agreed quarterly and annual new business, new-new business and retention objectives at the required quality and yield.

Seeking opportunities to continually improve our processes and procedures to enhance the customer journey and create operational efficiencies.

Providing quotations to our existing customers, retaining them.

Possessing a passion for your own training and development; pro-actively sharing knowledge and experience with team members.



Personal objectives

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

Deliver agreed quarterly and annual new business, new-new business and retention objectives at the required quality and yield.

Provide appropriate refinancing quotations to existing customers and maximise suitable retention opportunities.

Identify and progress improvements that enhance customer and introducer & customer journeys or create operational efficiencies.

To generate a minimum of 2 appointments per month for your team

Maintain a personal development plan and proactively share learning with both teams.

Demonstrate delivery of fair customer outcomes in all relevant activity.

Keep Salesforce up to date.

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?

This might be how I learn and develop in my current role or how I develop towards a new role.

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

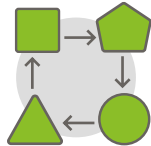
Our Leadership Commitment

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:

