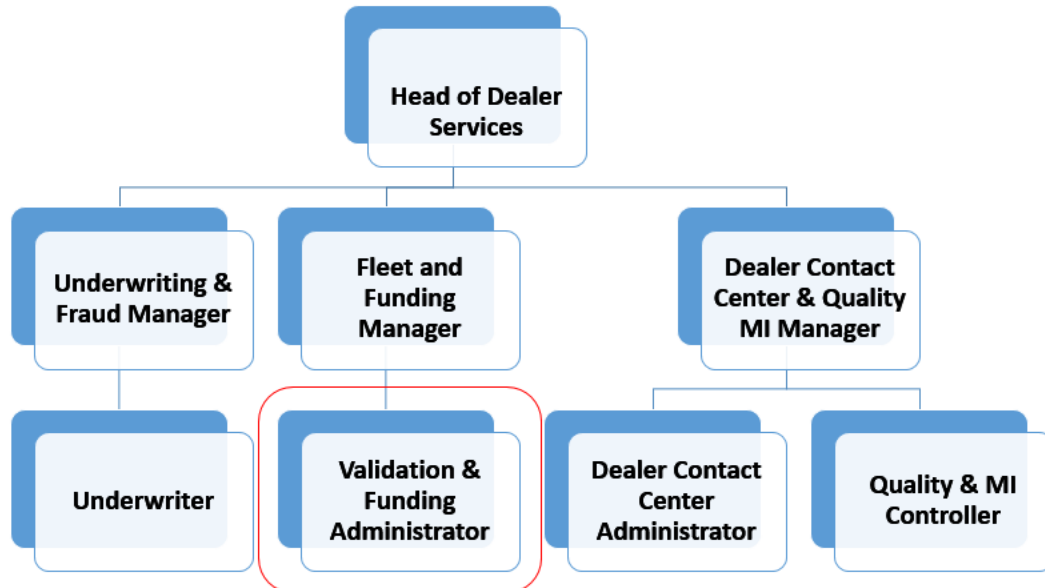


Organisation



Primary purpose of the role

To provide an efficient, accurate and timely funding service to our dealer network and the sales force, by communicating in a professional manner and maintaining a high quality standard.

Main responsibilities

- > To ensure new business documentation is processed accurately within company procedures, risk rules and service levels, whilst maintaining quality customer care.
- > To check documents, and analyse underwriting requirements to ensure correct funding in accordance with the terms of acceptance.
- > Liaise with our Dealer Contact Centre team to ensure all documents and queries are dealt with in a prompt, efficient and professional manner.
- > To resolve “snagged” documents effectively by liaising with the Dealer Contact Centre team.
- > To assist with the preparation of departmental reports when needed.



Happiness



Respect



Transparency



Delivery



Creative Thinking

- > Develop and maintain a thorough knowledge of PSA Finance UK, procedures and company policy, whilst keeping up to date with any changes.
- > Ongoing review of departmental processes and making recommendations for improvements.
- > To train of colleagues arriving to the same position.
- > To work effectively as part of a team in order to achieve team and organisational goals.
- > Undertake ad-hoc duties as and when required the Management team.

Operational Context

Working environment

- > This is an office-based role that offers a flexible approach to working hours requiring an organisation by shift pattern for a 7 days service to dealers network
- > Working relationships with the Dealer Contact Centre, dealer network and sales teams ensuring that all queries are effectively resolved and all opportunities are taken to improve the services provided to them whilst maintaining controls.
- > This is an environment with tight deadlines and challenging SLA's. Work is dictated by incoming documents via Cide which demand high levels of productivity at key peak periods throughout the year.
- > Dealer contact is via chat, phone and e-mail when needed to support Dealer Contact Centre in peaks of activity

Decision making scope

- > The role holder will be required to have product knowledge and be familiar with all processes within the department.

Supervision received

- > The jobholder will be expected to use their own initiative to prioritise workloads and to make decisions that will ensure delivery of all objectives whilst adhering to company policies.

Principal challenges/Difficulties

Challenging service levels to meet PSAF new business requirements.

Dealers do not have to support PSA Finance UK, except on our campaign business, but may decide to give their finance and/or insurance business to one of PSA Finance UK's competitors (Independent Finance Houses)

Statistical Details



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1. Number of direct reports: 0

2. Economic data:

- > Volumes can fluctuate and as a result productivity will vary.
- > Work will be randomly quality checked each month and a Manager will give feedback on the results.

3. Any other quantitative data:

N/A

Qualification and Experience

Foreign language skills - Not required

Professional qualifications, vocational training, education level

- > Education to at least A level or equivalent

Previous experience required

- > Experience in Dealer services and Customer Services environment is desirable

Personal Characteristics required

Skills required include

- > Effective time management with the ability to prioritise tasks
- > Decision making
- > Microsoft office – Excel, Word, PowerPoint (basic level)
- > Attention to detail.
- > Good level of verbal and written communication skills.
- > Good level of customer service based skills
- > Must be a team player with the ability to work off of own initiative

Career Path

This position would constitute a promotion for people who have held the following positions:

- > Customer Services, Collections Agents.



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On leaving this position, a job that would be considered a promotion is:

- > Underwriter, Dealer Contact Centre Advisor.

Validation and Change Control

This document is effective from the date shown. Its contents are subject to a regular review in order to make any changes deemed necessary.

Written by

- > Anthony Kavanagh - Head of Dealer Services

Online version

http://docinfogroupe.inetpsa.com/ead/doc/ref.20529_20_00053/v.vc/pi

Document History

01	Creation	Created from previous job description - DS - Validation and Funding Administrator	03/02/20
02	Update	Updated Organisational Chart	25/06/20
03	Update	Changed back to DS - Validation and Funding Administrator- updated some content and Organisational Chart	23/07/20
04	Update	Updated some content and Organisational Chart	15/10/21



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