



**JCB Finance Ltd is a specialist asset finance company with  
Portfolio balances exceeding £1billion**

**Relationship Manager – Direct Sales Team**

We have a vacancy in our Direct and Online sales team. Ideally, candidates will have experience in a customer-facing sales role in the financial services sector however, training will be provided where candidates demonstrate aptitude and enthusiasm to learn and succeed in this exciting and rewarding role. You will receive full on-the-job training, coaching and support, as well as full training about our financial products and our in-house software and systems. Typical KPIs include advances, regional target, business development, canvassing, average margin, case volume, keeping in touch, response time, lead generation, and so on.

Personality, attitude, and aptitude are the most important attributes to succeed. Prior sales experience is not strictly necessary however, candidates with experience of working in a financial services sales function or similar, or having transferable sales role experience, are also encouraged to apply!

JCB Finance is a B2B lender regulated by the FCA. We are proud to be JCB's sales-aid asset finance provider in the UK. Our shareholders are the JCB and NatWest Groups. Our office is in Rocester, Staffordshire (near Uttoxeter and Alton Towers), opposite JCB's HQ, with easy access to the A50 and other major road links. We offer hybrid working (up to two days at home and three days working in the office) which is subject to training requirements. Induction training will take place from the office.

**Responsibilities:**

- Supporting and promoting the sale of excavators and related equipment through hire purchase and lease (B2B)
- Following our compliant sales process to support our clients in choosing the right finance option for their business, and following client care good practice.
- Negotiating finance rates and co-ordinating each stage of the client transaction.
- A high level of telephone interaction with clients, our field-based sales team, and dealer sales personnel
- Achieving profit and margin objectives (plus other KPIs)
- Building relationships with clients through regular calls and emails and responding to inbound enquiries
- Nurturing existing relationships with clients and dealer sales personnel
- Developing relationships with new clients
- Build, manage and maintain sales pipeline
- Supporting the team as well as achieving individual objectives
- Co-ordinating and taking responsibility for own workload (after training, and supervisor's support is available for referrals)

**Competences and behaviours:**

- Customer service focus, fairness, empathy, good practice
- Driven approach, self-motivated, with a positive attitude
- Confident, resilient, inquisitive
- Effective communication skills – verbal and written
- Good admin skills, computer literate, able to use digital technology (training provided)
- Ability to prioritise and work professionally whilst managing multiple clients demands
- Numerate, accurate, diligent
- Team worker, sociable, supportive, empathetic



## Qualifications & Experience:

- A levels/BTEC (minimum), degree or equivalent (beneficial)
- Proven success in meeting sales quotas in a financial services environment (ideal).
- Finance or banking professional qualifications (beneficial)
- Knowledge of hire purchase, leasing, or B2B lending (ideal)
- Understanding financial services Regulation and standard industry policy such as anti-money laundering, Data Protection, fraud, treating customers fairly (ideal)

## Pay & Benefits:

- Competitive salary
- 5 days Monday-Friday, 37.50 hours per week
- 25 days holiday plus Bank Holidays, up to 5 service days after eligibility.
- Pension Scheme (15% employer contribution)
- Discretionary bonus scheme (up to 50%)
- Personal and home loan schemes
- Private healthcare scheme
- Private dental scheme
- Subsidised gym on-site at HQ
- NatWest Share schemes
- Employee discounts via My Staff Shop
- Charity day/volunteering
- Death in Service 4 x salary benefits
- Generous sick pay and permanent health insurance schemes after eligibility
- Company enhanced maternity pay after eligibility.
- Long service cash awards (£500 up to £1,000) starting at 3 years.
- Free car parking

To apply please visit [www.jcb-finance.co.uk/careers](http://www.jcb-finance.co.uk/careers) to download our application form. Please send completed application form and/or CV to [humanresources@jcb-finance.co.uk](mailto:humanresources@jcb-finance.co.uk).

Alternatively, you may post completed application forms to:

### Private & Confidential

Human Resources Department  
JCB Finance Ltd  
The Mill, High Street  
Rocester  
Staffordshire ST14 5JW

Employment is subject to satisfactory pre-employment checks including references, Credit Reference Agency, Fraud, Basic Disclosure check (DBS) and qualifications. JCB Finance Ltd is authorised and regulated by the Financial Conduct Authority (Firm reference number: 708332), Climate literate organisation, Silver standard.