



**Honest, Enthusiastic & Hardworking**  
**JCB Finance Ltd is a specialist asset finance company with portfolio**  
**balances exceeding £1billion**

We have a vacancy for the role of **Relationship Manager** in our **Direct & Online Sales Team**. We're usually based at our office in Rocester, Staffordshire (opposite JCB's World HQ), currently our people are working safely from home.

**Responsibilities include:-**

- Supporting and promoting the sale of excavators, plant and equipment through hire purchase and lease (B2B)
- negotiating finance rates and co-ordinating each stage of the customer transaction
- a high level of telephone interaction with customers, the field-based sales team and dealer sales personnel
- achieving profitability and margin objectives
- making outbound calls and responding to inbound enquiries
- developing and nurturing relationships with clients and dealer sales personnel
- build, manage and maintain sales pipelines
- supporting the team as well as achieving individual objectives
- co-ordinating and taking responsibility for own workload (supervisory support available for referrals)
- demonstrating fairness, empathy and good practice when conducting business negotiations with our customers;

**Competences and person skills:-**

- customer service focus
- drive for results, self-motivated
- confident, decisive
- excellent communicator - verbal and written
- good admin skills, computer literate, able to use digital technology (training provided)
- ability to prioritise and work professionally whilst managing multiple client demands
- numerate, accurate, good attention to detail
- team worker, supportive

**Qualifications & Experience:**

- Minimum: Grade C/5 in GCSE English and Maths.
- Proven success in meeting sales quotas in a financial services environment
- Finance, banking or credit sector qualifications (preferred)
- Knowledge of hire purchase, leasing, or B2B lending (preferred)
- Understanding of financial services rules, regulation and standard industry policy such as anti-money laundering, Data Protection, fraud, treating customers fairly (preferred)

**Pay & Benefits:**

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| • Competitive salary                         | • Private dental scheme                        |
| • Permanent contract                         | • Subsidised gym on-site at HQ (post-pandemic) |
| • Discretionary bonus scheme                 | • Sharesave scheme                             |
| • Pension Scheme (15% employer contribution) | • 37.50 hours per week                         |
| • Personal and home loan scheme              | • 25 days holiday plus Bank Holidays           |
| • Subsidised Private healthcare scheme       | • 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 and/or your CV - please use our secure on-line portal.

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

HR/recruitment DST 150321