



Samantha Carr-Roberts,

What Career are you in, and what sort of things does this entail?

Mortgage Company Head of Operations & Compliance. As Head of Compliance I am responsible for the case checks of each of our advisors; of both Mortgages & Protection, the planning and delivery of staff training, keeping up to date at all times with changes to industry regulations.

I ensure that our work/advice and all areas of our business are compliant with the Financial Conduct Authorities rules & regulations.

My role as Head of Operations involves managing the mortgage team, arranging, scheduling and heading up team meetings, managing invoices from our principle company, accumulating the monthly commissions for our advisors, taking our former apprentice (now permanent Mortgage Administrator's) one to ones, arranging the payment of expenses, sending invoices out to our clients.

My two roles involve the wearing of a number of hats and the use of many skills.

What inspired you to go into your chosen career?

I have had a number of careers since leaving Malbank. I initially went to Huddersfield University to study Health & Sports studies, with a view to becoming a Physiotherapist, however, I very quickly realised that university life was not for me and that I wanted to get into mainstream employment as soon as possible.

After a brief career with British Airways, I fell back on my Business Studies education from Malbank and entered into a long-term role with Abbey National Bank, (soon to become Santander). I spent 8 years with Santander, where I achieved great success building my financial career, which came to an end only due to the role I was in being dissolved across the industry.

This took my on my career adventure, from discovering business support/finance roles, to 4 happy years working with the British Franchise Association. I find myself in my current role after meeting my now husband (also a former Malbank pupil, Michael Carr) who owned his own Mortgage Brokerage and wanted to support him in his growing business. We have since merged our small business with a local business, Amplo Mortgages, and have seen great success in our first 2 years as a newly merged firm.

What advice would you give to anyone interested in working in your career area?

My best advice would be to work hard and don't doubt yourself. You will have many transferable skills which you can carry with you throughout your career.

Look to achieve qualifications within Paraplanning and learn as much as you can about the mortgage industry.

A business administration apprenticeship is a fantastic way to achieve on the job knowledge and first hand experience of what a real life office environment can be like, whilst also learning about your chosen industry.

Our mortgage administrator came to us on an apprenticeship, which through his hard work and dedication he was able to complete 3 months early. He has also gone on to be awarded Apprentice of the Year with South Cheshire Chambers & also Business Administration Apprentice of the Year with Cheshire College South & West.

What do you know now, that you wish you'd known when you were leaving Malbank?

What a journey I would go on. I didn't have a chosen career that I had my heart set on once I left Sixth Form and had no real idea of what direction I wanted to go on.

That It's ok to not have a set path, that with hard work and dedication you can still go on to achieve greatness. Don't be afraid to try new things and don't ever doubt yourself.

If you would like to get in touch with Matt to find out more about careers like this, please contact Mr Batty in the Sixth Form Office, or via Teams