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| **Job Description** | |
| **Title:** | Operations Completions Executive |
| **Department:** | Operations |
| **Reporting to:** | Chief Operating Officer |
| **The Role:** | The overall role and responsibility of the individual will be to deal with all aspects of managing mortgage applications from loan offer to completion.  The Completions Executive will assist Dilosk & outsource provider to drive cases through our mortgage pipeline to closure.    The successful candidate will have responsibility for delivering an efficient, compliant & professional service to all parties involved in the mortgage process. |
| **Key Duties and**  **Responsibilities:**  **Skills & Personal Profile** | * Responsible for effective management of mortgage applications from loan offer through to funds issue. * Develop MI tracking & reporting on mortgage pipeline * Accurately review relevant documentation and update IT systems to reflect outstanding documents required for closing. * Ensure all documents received are compliant and in line with Dilosk policy and procedures. * Communicate effectively with solicitors, brokers, customers, 3rd parties in relation to mortgage applications. * Assist 3rd parties with any phone or email queries from both internal and external customers (solicitors, brokers, customers & staff). * Prepare accurate daily closing lists, issue progress reports * Liaise and follow up with Credit, Legal, Valuers, Solicitors or any stakeholders for queries on cases that need to be actioned to ensure a smooth closing process. * Ability to recognise issues and challenges and put forward suggestions or solutions. * Ability to work off your own initiative as well as in a team environment. * Ability to recognise issues and challenges and put forward suggestions or solutions. * Resilient, energetic, and enthusiastic * Very strong attention to detail, ability to work to tight deadlines. * Strong communication skills with an ability to deal with all levels in a confident and professional manner. * Strong customer centric focus. * Must have a very flexible approach to work and be confident working in a fast moving, exciting environment. * Be a proactive team player who is motivated by achieving targets. * Excellent attention to detail and time management skills required. * Excellent telephone manner and good communication skills. |
| **Education and Experience:** | * The successful candidate will typically have up to 2-3 years’ experience within a mortgage operations or legal environment * Relevant third level qualification or professional equivalent. * QFA/APA or working towards it * Knowledge of the mortgage process and retail banking products * Data/MI skills ability to create & design reports * Knowledge of CPC requirements and appreciation of all aspects of data protection. |
| **Skills and Personal profile**  **Things we like** | * The successful candidate will typically have up to 2-3 years’ experience within a similar environment. * Relevant third level qualification or professional equivalent. * Fully proficient in Excel, Word, PowerPoint * Knowledge of the mortgage process, mortgage operations good grasp of mortgage closing process * **Curiosity.** Why? How? Repeat. * **Relentlessness.** No one here gives up. We try. We fail. We try again. * **Passion.** If you don’t get excited about homeownership, mortgages, and customers, it simply won’t work. * **Smarts: Book and Street.** We have to use all the tools at our disposal to build Better. * **Empathy and Compassion.**You understand that people's biggest dreams are in your hands. * **Communication.** Can you ask for help or put your hand up when you don’t understand? * **Building.** **Doing. Making.** Yes, we have to do a lot of thinking and talking to figure this stuff out, but you can’t wait to leave the conversation and build it. |