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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.
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* 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.
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| **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.
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| **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.
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