

Job Description	
Title:	Mortgage Operations Manager
Department:	Operations Team
Reporting to:	Chief Operations Officer (COO)
The Role:	<p>Reporting to the COO the successful candidate will:</p> <ul style="list-style-type: none"> Be responsible for the management of the performance of our outsource providers (OSP). This will include managing and reporting through metrics, SLAs and Key performance indicators. Proactively identify drivers of customer complaints and collaborate with stakeholders and partners to ensure targeted improvement in service levels across the E2E & lifecycle of the mortgage Provide guidance on resolving moderate to complex Customer issues based on a solid understanding of mortgage processes & consumer regulation. Experience in formulation of policies & procedures Monitor the regulated activity performed by our Outsource providers through scheduled and themed monitoring reviews to ensure regulatory obligations are met. Key areas include CPC, CCMA, CCR, GDPR etc. This will include design, development & implementation of quality assurance testing. Drive Operational excellence by challenging the status quo with OSP. Continually reviewing processes and implementing operational efficiencies/initiatives with customer benefits Co-ordinate BAU & IT change across Dilosk & OSP. Ensure appropriate governance is in place when introducing change & operational risks identified are logged on risk register with robust controls in place.
Education and Experience:	<ul style="list-style-type: none"> Ideally a University primary degree or relevant Industry qualification. QFA or APA qualification is necessary.

