

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.

	<ul style="list-style-type: none"> • Minimum of 5 years within Retail banking operations environment. Ideally some experience of working for or managing an outsource provider • Strong knowledge of mortgage origination / lending/ consumer codes and practices e.g. CPC/CCMA etc. • Excellent numerical, written & analytical skills with experience of producing quality performance & management reports is essential • Proficient in the suite of Microsoft Office products • Proven track record of delivering business/operational transformation initiatives
<p>Skills and Personal profile</p> <p>Things we like</p>	<p>The ideal candidate will be:</p> <ul style="list-style-type: none"> • Resilient, energetic, and enthusiastic • Must possess excellent communication skills and ability to influence drive and motivate agendas & teams outside of direct reporting lines • Six Sigma knowledge or similar models such as Lean are advantageous • Ability to problem-solve and exercise independent judgment while displaying a high degree of initiative. • Ability to handle detailed assignments and maintain confidentiality. • Excellent communication and interpersonal skills. • Team player who works well in a small and dynamic team. <ul style="list-style-type: none"> • 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.

