

Job Description	
Title:	Quality Assurance Executive
Department:	Operations
Reporting to:	Chief Operating Officer
The Role:	<p>The overall role and responsibility of the individual will be to conduct quality assurance testing against agreed QA benchmarks</p> <p>The Quality Assurance Executive will assist in identifying any potential issues in existing processes and implement solutions to enhance the overall quality standards.</p> <p>The successful candidate will have responsibility for reporting any quality issues in an efficient, compliant & concise manner to all relevant stakeholders.</p>
Key Duties and Responsibilities:	<ul style="list-style-type: none"> • Monitoring the activity performed by our Outsource Service Providers through scheduled and themed monitoring reviews to ensure regulatory obligations are met e.g. Data Protection, CPC, CCMA. • Monitor and assess the quality & effectiveness of telephone calls and ensure that colleagues comply with all regulations and our company communications policy. • Responsible for carrying out QA testing in relation to our OSP's performance and quality standards against established QA benchmarks. • Development of QA testing schedule and co-ordination with all stakeholders to ensure deadlines are met. • Proactively identify any potential issues in existing processes through testing and assist in the delivery of agreed solutions to ensure all risks are mitigated. • Prepare reports outlining the test findings and propose recommendations to improve the overall quality standards of our OSP. • Previous experience in a quality assurance role in Retail banking

<p>Skills & Personal Profile:</p>	<ul style="list-style-type: none"> • Excellent report writing skills & attention to detail. • 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. • Resilient, energetic, and enthusiastic • Strong communication skills with an ability to deal with all levels in a confident and professional manner. • Strong customer centric focus. • Must have a 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.
<p>Education and Experience:</p>	<ul style="list-style-type: none"> • The successful candidate will typically have 3-5years experience in a quality assurance or monitoring role. • Strong knowledge of mortgage processes and regulation requirements. • Relevant third level qualification or professional equivalent. • QFA/APA or working towards it. • Data/MI skills and ability to create & design reports. • Knowledge of CPC requirements and appreciation of all aspects of data protection. • Advanced in Excel, Word, PowerPoint.
<p>Things we like</p>	<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.