

Job Description	
Title	Performance & Reporting Manager
Department	Operations Team
Reporting to	Chief Operations Officer (COO)
The Role	<ul style="list-style-type: none"> • Be accountable for the accurate and timely preparation & submission of all Central Bank mortgage regulatory reports ensuring conformity with regulatory requirements, policies & Procedures e.g., COBR, HLR, CCR, MAQ etc. • 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. • Continually assess and review risks within the operations team and with Outsource provider. Ensure adequacy of controls in place to ensure operational risks are mitigated. • Provide guidance on resolving moderate to complex Customer issues based on a solid understanding of mortgage processes & consumer regulation. Experience in formulation of polices & procedures. • Monitor the regulated activity performed by our Outsource providers (OSP) 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. • Take ownership for root cause analysis & resolution of service point failures with OSP.
Education and Experience	<ul style="list-style-type: none"> • Ideally a university primary degree or relevant Industry qualification. QFA or APA qualification is necessary. • Must have previous experience in a data or regulatory reporting role preferably with mortgage SME knowledge. • Experience working with large datasets for the purpose of either Management Information or Regulatory Reporting. • 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. • Expert in the suite of Microsoft Office products. • Experience in project management & stakeholder reporting, project statuses, issues & risks.

<div>Skills and Personal profile</div>	<div> <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 twhile displaying a high degree of initiative. • Ability to handle detailed assignments and maintain confidentiality. • Strong project management skills an advantage. • Team player who works well in a small and dynamic team. <p><i>Please not that this role is a controlled function role under the Central Bank of Irelands Fitness & Probity standards and has been classified as a CF2. Were you accept the offer of this role, prior to the appointment you will be required to agree to abide by the Fitness and Probity standards and complete a F&P questionnaire. Due diligence checks will also be completed on your qualifications and continuous Professional Development (CPD)</i></p> </div>
<div>Things we like</div>	<div> <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 home ownership ,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 must do a lot of thinking and talking to figure this stuff out, but you can't wait to leave the conversation and build it. </div>