

Job Description	
Title	Operations Completions Executive
Department	Operations
Reporting to	Chief Operating Officer
The Role	<p>The overall role and responsibility of the individual will be to deal with all aspects of managing mortgage applications from loan offer to completion.</p> <p>The Completions Executive will assist Dilosk & outsource provider to drive cases through our mortgage pipeline to closure.</p> <p>The successful candidate will have responsibility for delivering an efficient, compliant & professional service to all parties involved in the mortgage process.</p>
Key Duties and Responsibilities	<ul style="list-style-type: none"> 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).
Skills & Personal Profile	<ul style="list-style-type: none"> 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. Ability to recognise issues and challenges and put forward suggestions or solutions. 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.

	<ul style="list-style-type: none"> • 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.
Education and Experience	<ul style="list-style-type: none"> • 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.
Skills and Personal profile	<ul style="list-style-type: none"> • 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
Things we like	<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.