

Role Profile

Role Title: Completions Associate

Department: New Business

Reports To: New Lending Manager

Purpose of Role:

To deliver exceptional, professional levels of customer service to all parties involved in mortgage origination and completion of new business from offer stage through to funds release and completion of the loans by always putting the customer first.

Quality, accuracy and high levels of performance are essential to achieve Company objectives for, growing and maintaining the Foundation Home Loans brand within Paratus AMC Limited

Key Accountabilities:

- Able to work to agreed objectives and deliverables within service standards
- Proactive and positive communicator, who is naturally organised, enjoys achieving stretching targets
- Confident and knowledgeable, who is the first point of contact for all post offer enquiries and queries
- Exceptional attention to detail, ensure working to set internal policies, procedures and criteria as well as remaining compliant with all applicable regulatory guidelines
- Developing and maintaining key relationships with internal and external business partners and customers
- Shows ambition and takes ownership for personal development and learning
- Meet Key performance indicators and service levels by working to agreed objectives
- Telephone call handing, including Business to Business with Solicitors, Packagers and Brokers
- Able to multi task, including, data entry, scanning and indexing of documents, preparation and Funds release
- Able to progress offered cases through all key stages to Funds release and completion
- Understanding of mortgage underwriting within a regulatory environment and able to help protect the Company from potential fraudulent activity
- Carry out any tasks or activities required by Manager

Essential Skills/Qualifications:

- Good previous experience within a mortgage environment, understands all key elements and stages of mortgage applications at every level of the process
- Particular knowledge and experience of post offer, pre completion activity, either in a mortgage completions department or a solicitor's conveyancing department
- Held a Funds release mandate.
- Strong understanding of regulatory landscape, DPA, Money Laundering, TCF, MCOB, Fraud aware
- Adaptable and flexible to enable department to deliver exceptional customer service
- Approachable, bright and with a sense of humour, able to remain calm when working under pressure
- Dynamic and enthusiastic, with a strong desire to achieve
- Enjoys working in a busy, lively environment and has the ability to adapt quickly and effectively to change
- Good Team player
- PC literate with knowledge of Microsoft office products and outlook
- Pro-active and alert to making suggestions for process and system improvements



Desirable Skills/Qualifications/Experience:

- CeMap preferable or happy to study towards qualification

Our people embrace our values:

Fair - We are open minded and make unbiased, consistent decisions.

Accountable - We take ownership of situations so that our customers experience efficiency.

Customer first - We understand what our customers want and build strong relationships.

Transparent - We communicate clearly and concisely, ensuring that we are open with information.