



## Team Leader – Operations

### About Pepper Ireland:

Pepper Ireland is a leading asset manager and provider of third-party loan and advisory services. Established in September 2012, the company has operations in Dublin and Shannon, employing over 400 people.

Pepper has over €15 billion of loan and commercial real estate assets under management. These are comprised of commercial real estate portfolios and residential mortgages, as well as personal and small and medium enterprise (SME).

Pepper commenced lending to the Irish commercial mortgage market in June 2017, trading as Pepper Money providing a modern alternative for lending in Ireland.

Pepper in Ireland is part of the Pepper Group, a diversified, global financial services business. Pepper Group focuses on three key disciplines across the residential and commercial property sectors: Lending, Advisory and Asset Management. Pepper Group is headquartered in Australia, where it has been operating since 2001.

### About this Role:

Reporting to an Operations Manager, this role is responsible for leading, developing and motivating the Operations Team to achieve Business targets.

### Key Responsibilities

- ▶ Motivate Operations Agents to achieve all performance objective as agreed by the business
- ▶ Lead team to consistently delivers required levels of service to ensure the optimum customer experience across all interactions.
- ▶ Ensure all tasks are conducted in a manner compliant with all policies, procedures and legislative requirements
- ▶ Understand fully the key drivers for the business
- ▶ Provide feedback + guidance to ensure the operations agents achieve the necessary work standards
- ▶ Appraise, coach and develop team members to ensure development to agreed business standards
- ▶ To create and maintain a positive culture within the team
- ▶ Plan and schedule appropriate staff cover to ensure service levels are met or exceeded
- ▶ Manage any HR issues as appropriate in accordance with company guidelines
- ▶ Provide necessary feedback/input to the business to ensure all levels are appropriately briefed on business-critical issues
- ▶ Proactively management change to ensure the delivery of all company requirements
- ▶ Deliver key projects
- ▶ Lead and chair customer meetings

### Key Performance Indicators

- ▶ Achievement of Collection targets for Cash Collected and reschedules
- ▶ Team Management Metrics i.e. performance appraisals, customer complaints, customer survey feedback
- ▶ Quality checks on team activity
- ▶ Adherence to regulatory and compliance standards including Pepper internal policies and CCMA/CPC
- ▶ Governance, Risk & Compliance (GRC) alerts are actioned as required
- ▶ Achievement of goals as set for each project
- ▶ Evidenced by the culture of the environment and the “temperature” of the group

### Skills & Experience

- ▶ Accredited Product Adviser
- ▶ Previous experience in a dynamic and fast paced environment
- ▶ Experience in an analytical environment
- ▶ Excellent communications, coaching and presentation skills
- ▶ Excellent literacy skills
- ▶ Experience in a similar role

### Competencies

- ▶ IT Knowledge
- ▶ Collections
- ▶ Accuracy & Quality
- ▶ Communication & Interpersonal Skills
- ▶ Customer Service & Commercial Awareness
- ▶ Developing Others
- ▶ Adaptability/Dealing with change
- ▶ Judgement & Decision Making
- ▶ Leadership
- ▶ Organisational Skills
- ▶ Project & Task Management

*Pepper is an equal opportunities employer*

For more information or to apply email [recruitment@peppergroup.ie](mailto:recruitment@peppergroup.ie)