



## Complaints Administrator

### About Pepper:

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:

The purpose of the Complaints Administrator is to ensure that all complaints received are handled speedily, efficiently and fairly whilst adhering to the requirements of relevant legislative, regulatory and policy standards. The Complaints Administrator is responsible for ensuring that all complaint responses are of the highest quality with all aspects of each complaint being addressed in full. There may also be the requirement to assist across the Appeals & DSAR processes.

### Location:

Shannon

### Key Responsibilities:

- **Complaints Investigation**
  - Ensure all complaints received are recorded, investigated and responded to in line with relevant legislative and regulatory requirements.
  - Ensure excellent attention to detail with all written complaint responses comprehensively addressing all aspects of the complaint being addressed.
- **Maintain Service Level Agreements (SLA) /Customer Service**
  - Prioritise daily workload in order to consistently achieve SLA.
  - Build and maintain first class relationships with internal teams, clients and relevant third parties.
  - Exhibit a strong customer centric focus at all times.
- **Escalate issues/concerns identified through the Complaints handling process**
  - Escalate all issues/concerns identified to the relevant team/individual in a timely manner.
  - If an error is identified during complaint investigation capture on error system (GRC).
  - Complaints data is used as an effective feedback tool to identify training requirements/process improvements across the business.

### Key Performance Indicators:

- % of complaints resolved within regulatory timelines each month.
- % of complaints resolved within SLA each month.
- Data recorded accurately in the relevant complaints system.
- All FSPO queries responded to within timeline.
- Customer Feedback internal and external.
- Capture errors as soon as identified on GRC.
- % DSAR's processed in line with relevant legislative and regulatory requirements.
- % Appeals processed in line with relevant legislative and regulatory requirements.

**Key Requirements:**

- Excellent communication skills, both written and verbal.
- A strong team player with internal customer focus.
- Excellent Influencing/Persuasion & Negotiation skills.
- Analytical skills, process-oriented focus.
- Excellent Organisational/Time Management skills.
- Strong attention to detail.
- Adaptability/Dealing with Change.
- Proficient with MS Word, Excel and PowerPoint.
- Letter writing skills (Desirable).
- APA Qualified (Desirable).

**Central Bank of Ireland Requirements:**

Please note that this role is a **Controlled Function (CF)** role under the Central Bank of Ireland's Fitness & Probity Standards and has been classified as a CF8 role. A CF8 role involves, adjudicating on any complaint communicated to a regulated financial service provider by a customer

Where you accept the offer of this role, prior to the appointment, you will be required to agree to abide by the Fitness & Probity Standards and complete a Fitness & Probity Questionnaire. Due diligence checks will also be completed on your qualifications and Continuous Professional Development (CPD).

*Pepper is an equal opportunities employer*

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