



DSAR Administrator

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 500 people.

Pepper has over €20 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, small, and medium enterprise (SME) and auto loans.

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 DSAR Administrator is to ensure that all DSAR's received are handled speedily, efficiently and fairly whilst adhering to the requirements of relevant legislative, regulatory and policy standards. The DSAR Administrator is responsible for ensuring that all DSAR's are of the highest quality with all aspects of the request addressed in full. There will also be the requirement to assist across the Complaints process.

Location:

Shannon

Key Responsibilities:

- ▶ **DSAR Compilation**
 - Ensure all DSAR's received are recorded, compiled and responded to in line with relevant legislative and regulatory requirements.
 - Ensure excellent attention to detail with all requests, comprehensively addressing all aspects of the DSAR requests.

- ▶ **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.

- ▶ **Additional responsibilities**
 - Escalate all issues/concerns identified to the relevant team/individual in a timely manner.
 - If an error is identified during DSAR compilation/review capture on error system (GRC).
 - DSAR data can be used as an effective feedback tool to identify process improvements across the business.

Pepper Asset Servicing, 4th Floor, Two Park Place, Upper Hatch Street, Dublin 2

www.peppergroup.ie

Pepper Finance Corporation (Ireland) DAC trading as Pepper Money and Pepper Asset Servicing is regulated by the Central Bank of Ireland.
Registered Office: 4th Floor, Two Park Place, Upper Hatch Street, Dublin 2. Registered in Dublin, Ireland (no. 34927) as a designated activity company limited by shares.
Directors: C. Ryan, I. Wigglesworth, F. Gemmill (NZ), A. Hastings (UK), K. Desmond.

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- Compile Monthly MI for external and client reporting.

Key Performance Indicators:

- ▶ % of DSAR's issued within regulatory timelines each month.
- ▶ % of DSAR's issued within SLA each month.
- ▶ Data quality in DSAR's compiled.
- ▶ Data recorded accurately in the relevant DSAR system.
- ▶ Capture errors as soon as identified on GRC.

Key Requirements:

- ▶ Excellent communication skills, both written and verbal.
- ▶ A strong team player with internal customer focus.
- ▶ 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).

Pepper is an equal opportunities employer

For more information or to apply email recruitment@peppergroup.ie

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