



Quality Assurance & Customer Experience Manager

About Pepper:

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.

Pepper Ireland provides a range of end-to-end asset management, loan servicing and advisory services to organisations, including Irish and international financial institutions, wholesale funding institutions and loan originators, as well as Irish and international investors.

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.

About this Role:

As the QA & CX Manager you will be responsible for the overall management of Quality Assurance in Operations, leading the QA Team to monitor adherence to business policies and regulatory standards across all customer interactions, reporting on first line testing outcomes, and supporting operational managers to effect improvement in performance as required. The QA & CX Manager will prepare reports and documentation by identifying, collecting, analysing, and summarising information and trends including failed processes and work with stakeholders to understand customer needs and requirements to develop effective quality control processes.

The Manager will work closely with Risk & Compliance team in a coordinated approach between the two business areas, ensuring consistent focus and alignment across both first and second line testing as part of the overall Risk Management Strategy.

In addition, an important part of this role reflects the close link between Quality Assurance and providing positive Customer Experience. As such, you will play a key role in driving the implementation and successful delivery of the CX Strategy and Plan, monitoring progress on same and the impact on quality indicators.

Location:

Shannon

Key Responsibilities:

- Build and lead the quality assurance plan and framework for Operations, identify processes and test scripts and ensure the correct items are subject to testing with relevant frequencies
- Prepare quality documentation and reports by identifying collecting, analyzing and summarizing information and trends including failed processes
- Create monthly dashboard detailing results, add commentary on trends and submit detailed reports to appropriate executives
- Work with the Complaints Team and Head of Primary and Specialist Servicing to identify trends, root causes and design solutions. Publish these results and action plans monthly and quarterly with an annual assessment of QA and Controls
- Own monthly department review of data and create action plans to address issues with Operations and hold calibration sessions

Controls:

- Gather site controls to one area and ensure they are fit for purpose, identify any gaps and close them
- Ensure processes adhere to Standard Operating Procedures (SOPs) and compliance policies
- Understand customer needs and requirements to develop effective quality control processes

- Be on the lookout for opportunities for improvement and develop new efficient procedures
- Assigns responsibilities to the team as appropriate, cross skill the team to service all PIR products
- Participate in internal audits to assess compliance to CBI following internal Pepper & Client requirements
- Manage and develop the performance and capability of the QA Specialists
- Drive the implementation and successful delivery of the Customer Experience Strategy and Plan for 2021, working closely with the Head of Primary Servicing and other managers across the business in doing so.
- The QA & CX Manager will monitor the implementation of the plan to schedule and report monthly on its' progress to senior management.

Key Performance Indicators:

- Adherence to Service Level Agreements where applicable
- Quality Scores recorded across Operations, plans to address identified gaps, and the impact of same.
- Relevance, accuracy, and timeliness of reports
- Client Feedback
- Team results against individual and group targets
- Delivery of the CX Plan to schedule and the impact on operational performance.

Skills and Experience:

- APA or QFA in Housing Loans (essential)
- Degree in Business or Finance (desirable)
- Financial Services Regulation Knowledge
- Experience in Mortgage Banking Operations in a leadership role
- Experience in a strong customer focus orientated environment
- Experience in the analysis of data, identifying trends and root causes
- Be a genuine team player with a focus on continuous improvement

Competencies:

- IT Knowledge
- Operations Practice Knowledge
- Drive Results
- Leadership, Direction and Goals
- Communication and Interpersonal Skills
- Developing Others
- Influencing/ Persuasion and Negotiation Skills
- Judgement and Decision Making
- Leadership, Direction and Goals
- Strategic Thinking
- Problem Solving
- Ability to influence decision making throughout various organisational levels
- Collaborate decision marker
- Proven managerial and supervisory experience
- Extensive technical knowledge of operations practices
- Demonstrated experience in leading organisational transformation and change management

Pepper is an equal opportunities employer

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