

Quality Control Processor

Job Title: Quality Control Processor	Department: Residential Underwriting & Processing Department	Reports to: Team Leader		
Main Purpose of Job <ul style="list-style-type: none"> To assess all applications to ensure only acceptable packs from accredited brokers are passed to the Underwriters to process. 				
Main Duties <ul style="list-style-type: none"> Exceed pre set KPI's and targets within a TCF framework. Proactively providing clear and accurate case updates to all brokers at all stages of the process. Ensure all systems are accurately updated at all stages of the application and all activity is fully noted. Maintain up to date and accurate information on group product criteria and in line with the Training and Competency scheme. Provides first line telephone answering, ensuring all calls are answered within 3 rings and update or re-direct to the correct point to ensure first time resolution. Accurately assess all packs against the agreed qualifying criteria and accurately completing a day one review sheet for all cases. Ensure all brokers are fully accredited or authorised to submit business to the department. Accurately administering and managing a varied range of duties which includes but is not limited to; Scottish searches, Deed of Postponements, Certificate to Proceed, Equifax, EID and land registry reports . Input all loan details including fees, terms and interest rates. Accurately administering and managing the full funding administration process, ensuring Data Check 1 is completed on all cases before passing to underwriting and that duplicate applications are not processed. Ensure full Data Protection Checks are carried out prior to discussing any information with a customer or broker. Ensure Mortgage Conduct of Business (MCOB) competency requirements are maintained. Assess all cases against the fast track criteria and ensure all cases are allocated to the correct team to process. Provide consistently effective customer service. Ensure the customers understand all aspect of the procedures Ensure complaints follow the correct procedure. Adhere to all Compliance and Training and Competency needs within the business. 				
Key Success Criteria <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="193 1507 743 1758"> A. Individual Performance Indicator <ol style="list-style-type: none"> Exceed KPI's and set targets Quality Complaints procedure Maintaining knowledge </td> <td data-bbox="743 1507 1409 1758"> B. Expected Deliverable <ol style="list-style-type: none"> Achieve KPI's and sales targets. Ensure quality of work including calls adheres to the Training and Competency framework. Ensure all complaints follow the set procedure. Ensure actions comply with industrial guidelines, regulatory bodies and relevant legislation. </td> </tr> </table>			A. Individual Performance Indicator <ol style="list-style-type: none"> Exceed KPI's and set targets Quality Complaints procedure Maintaining knowledge 	B. Expected Deliverable <ol style="list-style-type: none"> Achieve KPI's and sales targets. Ensure quality of work including calls adheres to the Training and Competency framework. Ensure all complaints follow the set procedure. Ensure actions comply with industrial guidelines, regulatory bodies and relevant legislation.
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Behavioural Competency Profile

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| • Business Awareness: 1 2 3 4 5 | • Leadership & Management: 1 2 3 4 5 |
| • Change Management: 1 2 3 4 5 | • Planning & Organising: 1 2 3 4 5 |
| • Communication: 1 2 3 4 5 | • Quality: 1 2 3 4 5 |
| • Customer Focus: 1 2 3 4 5 | • Team Working: 1 2 3 4 5 |
| • Improvement: 1 2 3 4 5 | |

Technical Skills

- PC skills including MS Excel and Word
- Telephone skills

Qualifications/ Knowledge/ Experience required

- GCSE (maths and English)
- Previous office experience