

JOB TITLE	Head of Mortgages
REPORTS TO	Operations Director
DATE REVIEWED	November 2024

JOB DESCRIPTION

CORE VALUES AND INDIVIDUAL CONDUCT RULES

Our five core values define what we're all about and what makes us tick. We're always looking to appoint brilliant people, who share them!

- ✓ **Make a lasting impression** – leave people better than you found them
- ✓ **Proud of our past and excited by our future** – make sustainable decisions that last for generations
- ✓ **Passionate about people** – be warm, straight talking and genuine
- ✓ **Work together** – be a team player, celebrate success, be supportive and give your all
- ✓ **Deliver on promises** – if we say we'll do it, we will

As a Financial Services organisation, we expect all of our colleagues to adhere to the individual conduct rules outlined below:

- You must act with integrity
- You must act with due skill, care and diligence
- You must be open and cooperative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct
- You must act to deliver good customer outcomes for retail customers

1 MAIN PURPOSE OF JOB:

To oversee all the Society's mortgage lifecycle from onboarding and administration to collections and customer retention. Responsible for managing first line underwriting assessment supporting underwriters with pipeline management and continuous process improvement. To shape the strategic direction of the lending function supporting niche lending activity and complex lending solutions. Working as an integral part of the Society's Senior Leadership Team.

2 DUTIES & KEY RESPONSIBILITIES

- Decision making:
 - Decision maker on all day to day running of lending, mortgage administration and arrears and forbearance operations.
 - Primary mandate holder for complex lending enquiries and development of a deputy to support business generation.
 - Development and oversight of Lending operations to ensure that the required outcomes are achieved for new business generation and retention.
 - Work collaboratively with other members of the Senior Leadership Team to support the business priorities.
- Business origination
 - Overseeing the evaluation and underwriting of all mortgage applications while maintaining the highest levels of service to mortgage intermediaries and applicants whilst maintaining the integrity of the loan book
 - Developing and managing lending performance, providing reports on customer outcomes and regulatory requirements to management and the Board.
- New initiatives
 - Participates in the decision making for new initiatives, projects, procedures, products and services.
 - Serving as a subject matter expert having a thorough knowledge of Lending Policy and underwriting guidelines, particularly in specialist markets.
- Resource planning
 - Ensuring effective resource and capacity planning to support new business enquiries and servicing of existing member accounts.
 - Leading on the management of third-party outsourced arrangements with strategic partners and oversight on solicitor firms lender panel management.
 - Deliver a culture of efficiency and continuous improvement, through streamlining processes to maximise member experience.

- Identify and address training/development needs for colleagues within the Lending teams
- Regulation
 - Ensuring that mortgage fraud prevention controls are operating effectively.
 - Ensuring that the Society meets its regulatory reporting requirements in its lending operations.
 - Understand and interpret FCA, PRA, MCOB and MCD requirements in relation to mortgage lending activity.
 - The post holder will be designated as a Material Risk Taker (MRT) for the purpose of the PRAs Remuneration Part of its Rulebook and FCA SYSC19, falling within the definition of Remuneration Code Staff, and whose professional activities have a material impact on the Society's risk profile.

3 STANDARD EXPECTATIONS

All postholders across the Society are expected to adhere to the following expectations:

- Confidentiality - working within the Society the post holder may gain knowledge of confidential matters, such information must be regarded as strictly confidential and not disclosed further. Failure to observe this confidentiality clause could result in disciplinary action
- Codes of Conduct and Accountability - the post holder is expected to comply with FCA and PRA requirements, with specific reference to Senior Management and Certification regime (SMCR) and conduct rules for all staff.
- Health and Safety and Security - all employees have a duty for their own and others safety and to report any accidents, complaints or untoward incidents as per Marsden procedure.
- Valuing Diversity and Promoting Equality - as an equal opportunities employer all staff are required to comply with relevant policies and procedures.
- Training - staff have a duty to complete all required continuous professional development and training.

The range of duties and responsibilities outlined in this job description are indicative only and intended as a board guideline of the range and type. They are subject to modification in the light of changing demands and development requirements of the post holder.

PERSON SPECIFICATION

Factors	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> ● CeMap 	<ul style="list-style-type: none"> ● CeRER ● A degree and or other professional qualification in a relevant area (or relevant experience)
Knowledge, Skills & Abilities	<ul style="list-style-type: none"> ● Financial services lending/banking background ● Experience of working within Residential Mortgage and /or Credit Risk departments. ● Extensive experience of mortgage underwriting with a high-level mandate. ● Experience of underwriting in specialist lending markets. ● Experience of assisted decision and analytical techniques throughout the customer journey ● An excellent understanding of the UK mortgage market. ● The ability to identify, evaluate and recommend new lending areas to support the Society's business plan objectives. ● Full understanding of all regulatory requirements including, but not limited to, MCOB and the Data Protection Act ● Excellent communication and reporting writing skills. ● Well-developed interpersonal, Influencing and negotiating skills. ● A collaborative team player – concerned with team success as well as individual performance. ● Visible leadership skills – can motivate others to achieve. 	