

## JOB DESCRIPTION

<b>Job Title:</b>	Underwriting Manager	<b>Job Band:</b>	3a
<b>Department:</b>	Mortgages	<b>Location:</b>	Mansfield Head Office
<b>Accountable to:</b>	Head of Mortgages	<b>Number of Direct Reports:</b>	3
<b>Job Purpose:</b>	<p><b>Supervision</b> To effectively supervise the individuals within the mortgage underwriting team.</p> <ul style="list-style-type: none"> <li>• To provide leadership and mentoring through coaching and feedback to communicate expectations for employee performance.</li> <li>• To oversee and monitor the day to day activities within your team ensuring that processes run efficiently and effectively.</li> <li>• To continuously monitor the performance and workload of the team to achieve the Society's core lending objectives and defined offer production timescales.</li> <li>• To use initiative and act as a problem solver and subject expert matter in respect of the Lending Policy, processes, regulations and audits providing solutions instead of problems.</li> <li>• To deal with Performance Management/disciplinary issues with your line reports as and when they arise.</li> </ul> <p><b>Customer Services</b> To provide, and encourage the Senior Underwriters/Underwriters, to provide an excellent standard of customer service at all times. This should include:</p> <ul style="list-style-type: none"> <li>• Ensuring that their individual pipelines are handled and progressed in an efficient manner avoiding any delays in and responding to the Society's customers.</li> <li>• To ensure that you and your staff are treating customers fairly at all times whilst providing information that is fair, clear and not misleading.</li> <li>• Support the development and implementation of business change to ensure evolution and to meet the Society's short and long term strategy.</li> </ul> <p><b>Support</b> –Be responsible for ensuring and providing:</p>		

	<ul style="list-style-type: none"> <li>• Support to your direct reports addressing any knowledge gaps or training requirements they may have.</li> <li>• Effective support and communicating clearly with your Line Manager to advise of any emerging issues or risks.</li> </ul> <p><b>Training &amp; Development</b> – Instigate and deliver a training plan to ensure that all staff receive sufficient and adequate training to enable them to:</p> <ul style="list-style-type: none"> <li>• Carry out their day to day role responsibly and effectively.</li> <li>• Be fully conversant with Lending Policy, underwriting policies, procedure and controls whilst ensuring the Senior Underwriters/Underwriters are compliant with all relevant statutes and codes</li> <li>• To take responsibility of the creation of the Society's annual lending policy test for Direct Sales and Intermediary Sales.</li> <li>• To monitor and assess Trainee Underwriters skills and capabilities and recommend (when appropriate) progression and evolution to an Underwriter role.</li> <li>• To enhance your direct reports knowledge and capability through coaching and training, particularly focusing on Commercial Underwriting techniques and competencies.</li> </ul>
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MAIN DUTIES	
OPERATIONS:	To proactively manage your own individual Commercial lending pipeline ensuring that a positive and effectively relationship is maintained with NEXA finance ensuring that robust credit risk decisions are made.
	Approval and monitoring of the Commercial Development Finance loans, including the initial assessment of the builder and associated third parties, the personal covenant of the borrowers, cash flow forecasts, costings and overall profitability of the proposal. This will include monitoring the progress of the build including liaising with relevant third parties such as Valuers, Quantity Surveyors and Mortgage Brokers.
	To maintain an understanding and contribute to the arrears/forbearance process required on any small scale development lending which experiences delays or other forms of distress.
	To identify improvements to both systems and processes to improve the efficiency of the Underwriting team and mortgage department as a whole.

	To manage, support, lead and motivate all staff through regular meetings.
	To be accountable and responsible for the routine day to day operations of your delegated team and to allocate, monitor and control the duties of the staff to ensure the smooth and efficient process and that new applications are dealt with effectively and within the set Service Level Agreement.
	To be proactive and responsible for the day to day staffing arrangements of your delegated team consulting with Head of Mortgages as and when required.
	To provide support to the Head of Mortgages and assist with any other duties which may be required.
	To ensure you effectively communicate to all staff in your delegated team to ensure they understand the Society's aims, objectives, standards and targets and how they, as individuals, help to achieve them.
	To ensure that you, and your staff adhere to the policies, procedures and controls of the Society.
	To provide written and verbal reports to the Head of Mortgages in relation to workloads and resources as and when required and in accordance with specified timeframes.
	To take responsibility for and to independently deal with both verbal and written complaints as and when they arise whilst adhering to the complaints procedure.
	To ensure that you remain familiar with the Mortgage Code of Conduct rules ensuring that internal processes are reviewed and amended accordingly.
	To ensure that all Underwriting procedures are reviewed on a regular basis and are kept up to date at all times.
	To provide support to the Head of Mortgages to identify and embed new lending initiatives.
	To build, manage and maintain relationships with staff, brokers, internal sales & support functions and professional partners – providing a positive and professional image of the Society at all times.
	To independently carry out quarterly Quality Assurance checks and to take responsibility for preparing Management information reports for the Head of Mortgages/relevant Committees and provide appropriate feedback to the Underwriters.

	To take responsibility and ensure that all mortgage documentation is up to date and relevant, for example, Mortgage Application forms, legal documentation, the Society's website, BSA instructions and General Mortgage Terms and Conditions for all lending segments.
	To have involvement with and nurture of third party relationships including the Society's Valuation Panel Manager, Mortgage Indemnity provider, Legal Services.
	To maintain awareness of the Society's credit risk appetite including the monitoring of lending limits, Credit Committee information, micro/macro-economic factors and independently preparing appropriate reports on any of these areas for the relevant Committees.
<b>GENERAL DUTIES:</b>	
<ul style="list-style-type: none"> <li>• Carry out all duties as detailed and in accordance with documented policies and procedures</li> </ul>	
<ul style="list-style-type: none"> <li>• Maintaining risk awareness within your role, ensuring relevant controls are implemented and are operating effectively, reporting of all risk events identified and escalating risk issues which have the potential to breach the Society's appetite for risk / control environment.</li> </ul>	
<ul style="list-style-type: none"> <li>• Prepare and collate management information in accordance with laid down procedures and standards</li> </ul>	
<ul style="list-style-type: none"> <li>• Ensure all targets/objectives as laid down are achieved.</li> </ul>	
<ul style="list-style-type: none"> <li>• Promote the interests of and ensure adherence to the policies of the Society.</li> </ul>	
<ul style="list-style-type: none"> <li>• To carry out all duties taking into account the FCA's Conduct Risk requirements and principles of Treating Customers Fairly.</li> </ul>	
<ul style="list-style-type: none"> <li>• To carry out all duties in compliance with the FCA's Conduct Rules as applicable to the role (as detailed in the Code of Conduct Sourcebook (COCON)).</li> </ul>	
<p>To ensure that regulatory requirements in respect of Anti Money Laundering (AML) and Terrorist Financing are complied with, including:</p> <ul style="list-style-type: none"> <li>• Carrying out prescribed customer due diligence measures (CDD) for all customers (including appropriate enhanced due diligence (EDD) measures, where applicable) before establishing a business relationship and at appropriate times during the business relationship in accordance with documented procedures.</li> <li>• Understanding the law and personal obligations and responsibilities under it and the potential legal and regulatory penalties for any breach / non-compliance.</li> </ul>	

<ul style="list-style-type: none"> <li>• Completion of training as required in order to attain and maintain knowledge and continuing competence in AML systems, controls and procedures.</li> <li>• Reporting knowledge or suspicion of any money laundering or terrorist financing activity promptly in accordance with procedures.</li> </ul>			
<ul style="list-style-type: none"> <li>• Undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society.</li> </ul>			
This job description will be amended in consultation to reflect changes in or to the job.			
<b>DATE:</b>		<b>AGREED:</b>	

## PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• 5 GCSES/O'LEVELS A-C</li> <li>• ALEVELS/DIPLOMA Level 3 equivalent</li> <li>• CeMap Level 3 Qualified</li> </ul>	<ul style="list-style-type: none"> <li>• Degree level educated</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous underwriting experience within development finance and other niche lending segments such as Bridging, Self build, Credit repair etc.</li> <li>• At least 5+ years' experience as a Mortgage Underwriter.</li> <li>• Experience in efficiently managing a team</li> <li>• To have held and demonstrated effective use of a lending mandate.</li> <li>• To have prepared and presented written reports to Senior Management.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in highly regulated environment</li> <li>• Strong business acumen with an astute commercial awareness.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Current Mortgage lending legislation (MCOB)</li> </ul>	

Updated 04/02/2020

	<ul style="list-style-type: none"> <li>• The risks involved in small scale development finance and how to mitigate these accordingly.</li> <li>• The arrears/forbearance process required for small scale development finance.</li> </ul>	
<b>SKILLS AND ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Be able to manage and prioritise high volumes of work</li> <li>• Organised and adaptable</li> <li>• Ability to work to deadlines</li> <li>• Attention to detail</li> <li>• Self Sufficient</li> <li>• Strong staff performance management skills.</li> </ul>	
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Friendly and approachable</li> <li>• Positive 'can do' attitude</li> <li>• Productive</li> <li>• Integrity</li> <li>• Forward Thinking</li> </ul>	