

Job Description: Operations Manager, Capitalflow Commercial Property Team

Position Overview:

The Operations Manager will play a crucial supporting role within the Capitalflow Commercial Property Business Team, working closely with the Current Operations Manager to ensure smooth day-to-day operations, adherence to compliance and regulatory standards, and exceptional customer service. This role requires a solid understanding of property lending operations, strong organizational abilities, and a collaborative approach to supporting the team and driving operational excellence.

Key Responsibilities:

1. Operational Support:

- Execute all aspects of the property lending operations process, from application approval to disbursement and post-drawdown within the SME regulatory process.
- Execute the processing of facility agreements, ensuring accuracy and timeliness.
- Review conditions precedent to drawdown and coordinate with relevant stakeholders.
- Conduct quality checks on Loan Management System (LMS) inputs to ensure data integrity.
- Manage transactions occurring at the end of a facility term.
- Support the monitoring of and adherence to SME codes of conduct.

2. Team role:

- Play a key role on the Commercial Property team, fostering a collaborative and high-performance work environment.
- Act as a key support to the CRE leadership team in achieving team goals.
- Contribute ideas for enhancing efficiencies and ways of working.

3. Compliance and Risk Management:

- Working with the current, Operations Manager, wider CRE team, and Compliance and Risk teams to ensure all lending operations activities comply with relevant regulations and company policies.
- Clearly understand relevant regulations (including SME regs, AML) and legislation (GDPR) and stay informed about changes and assist in implementing necessary adjustments.

4. Customer Relationship Management:

- Play a key role in maintaining strong relationships with clients, addressing their needs, and resolving issues promptly.

- Support the management of any arising complaints on behalf of the CRE team.
- Contribute ideas for enhancing customer satisfaction and retention.

6. Change Management:

- Support the Operations Manager in leading and managing operational initiatives aimed at improving business efficiency and innovation.

Qualifications:

- Experience in property lending operations or financial services.
- Strong organizational skills and attention to detail.
- Ability to work collaboratively in a team environment.
- Excellent communication and interpersonal skills.
- Familiarity with regulatory requirements and risk management in the financial sector.
- Certified APA / QFA Qualifications

Reporting Line:

- Reports directly to the Operations Manager, Capitalflow Property Team.

This role is ideal for someone looking to grow their career in operations management, offering the opportunity to learn from experienced leaders and contribute to the success of the Capitalflow Property Team.

Experience

- 3+ years relevant experience in a Property Lending position preferably within a Retail Credit Firm, Credit Servicer or Banking environment.
- Process-minded, highly organised, with a solutions focus.
- Eye for detail and excellent analytical skills.
- Strong team spirit, balanced by a healthy sense of autonomy.

Please send your CV to mkirwan@capitalflow.ie by the closing date of 11th October 2024.