

MORTGAGE PORTFOLIO COORDINATOR

The Mortgage Portfolio Coordinator will support and assist in developing the activities of Monument Re in Belgium through coordinating a €500M mortgage book of which the back and middle office activities have been outsourced to a third party service provider. The Mortgage Portfolio Coordinator will also participate in continuous improvement of operational processes with the third party service provider and act as key enabler to achieve business objectives and meet requirements of the Belgium regulators (NBB & FSMA). The Mortgage Portfolio Coordinator reports directly to the CFO Belgium, based in Brussels.

RESPONSIBILITIES

- Making sure the back- and middle Office activities carried out by the third party service provider are performed clearly, timely and accurately for our policyholders and brokers with focus on customer service;
- Making sure the third party service provider receives clear information on terms & conditions of loans, operational guidelines, organizational steps, expected timelines and company procedures & controls and making sure these are respected at all times;
- Maintaining, updating and communicating all changes in internal processes, timelines, terms & conditions etc. to third party service provider when and if needed;
- Identifying all potential risks and/or issues in portfolio administration and address them;
- Making sure the administration of the mortgage book is compliant with all (local) applicable tax and legal framework;
- Act as a second line for all queries that cannot be solved by third party service provider based on the applicable guidelines and terms & conditions or need ad hoc company decision/position;
- Update policyholders, the third party service provider and brokers pro-actively on the status of their second line requests;
- Participate in the third party service provider's periodical maintenance and regulatory update sessions;
- Support the periodical valuation process of the portfolio based on both book and market value;
- Provide input for reporting to Management Committee on the status and evolution of the Mortgage Policy Book.

ROLE REQUIREMENTS

- Master (or Bachelor) Degree in Law or Bachelor Degree in Financial Services/Insurance or equivalent by experience;
- Extensive experience (5+years) as a Mortgage Administrator within Bank and/or Insurance industry;
- Sound knowledge of MS Office (Word, Excel and Power Point);
- Language skills: fluency in Dutch/English with good working understanding of French;
- Detail oriented and respecting deadlines;
- Enthusiastic, energetic and entrepreneurial;
- Good communicator with external stakeholders as well as internal stakeholders and colleagues;
- Eager to learn and share knowledge, flexible and open-minded;
- Team player;
- Service minded and solution oriented;
- A legal & compliance background;
- Knowledge of the valuation of mortgage portfolio;
- Meet the qualification of PCP ('Persoon in Contact met Publiek') of the FSMA or be willing to obtain this qualification;
- Experience with changing working environments and company cultures.
- The Mortgage Portfolio Coordinator should be a dynamic individual who is energetic and passionate with a can do attitude and excellent communication and analytical skills. They should be professional as well as an independent business thinker who possesses a high degree of integrity.
- The ideal candidate has expertise in both the legal & compliance aspects of mortgage administration as well as the valuation of such portfolios and their administration.