We are seeking an experienced Underwriter, Fraud prevention analyst or Assistant Manager to join our Underwriting team in Cardiff, with responsibility for assisting the day-to-day management and running of the team, ensuring that our underwriting strategy is executed efficiently, to maximise profit whilst achieving the departments service level agreements by monitoring key performance indicators, coaching, developing your team and providing constructive feedback.

This role would ideally suit someone with financial industry knowledge looking to further their career and gain valuable knowledge of working in a fast paced environment, assessing credit applications and ensuring we deliver exceptional customer service.

**Key Responsibilities**

* Manage the day to day running of the Underwriting Team
* Complete regular 1-2-1’s with team members, providing feedback for monthly performance and highlighting training needs where necessary
* Coordinate and undertake quality checks to ensure that policies and processes are being adhered to and the correct outcomes are reached
* Consider quality review outcomes and complaint root cause analysis, identify training needs and implement training/development plans to ensure staff are competent and work to the required standard.
* Provide support and guidance to the Underwriting Team and ensure that the team has direction on a daily basis.

**Shifts**

Monday-Friday 8-8

Saturday 9-6

Sunday 10-5

To incl. Bank Holidays​

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Work flexibly with other Managers to cover all operational hours.

Work will be on a hybrid basis to support office working team members where required.

**Person Spec notes and Shortlisting Criteria**

*Please list essential criteria including experience, knowledge and skills*

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* Be an experienced assistant manager or underwriter
* Financial industry knowledge
* Have sound, technical knowledge of underwriting processes or team management skills and used to delivering SLA's

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