

Vacancy Reference Number: MSMS 2025-017

CORPORATE TITLE:	Associate
LOCATION:	Norwich
DIVISION:	Data and Service Management
DEPARTMENT:	EMEA Loan Servicing
ULTIMATE REPORTING LINE:	Associate Director
COST CODE/BUSINESS UNIT:	37/ Project George
REVIEW DATE:	March 2025

OVERVIEW**PURPOSE OF ROLE**

This role is fundamental to the support and development of the Mount Street Data and Service Management team:

- To provide administrative support to the Mount Street Data and Service Management team in a fast-paced, growing team
- To co-ordinate the monthly and quarterly service and governance packs in line with contractual client requirements
- To support the Associate Director with data governance, risk and control projects and able to present any findings with confidence
- To work with internal and external stakeholders on a regular basis and to have a proactive approach to problem solving and identifying opportunities
- To have a personal growth mindset with opportunities to take own initiative and build on own personal development
- To be an enthusiastic team player who has an open and confident communication style and the ability to adapt to a changing environment

RESPONSIBLE FOR:

- Data Governance and Risk Management support for Mount Street clients



CORE RESPONSIBILITIES (FUNCTIONAL RESPONSIBILITIES):

- To be the first point of contact for all new risk event registrations, and to monitor each event through the Risk Management process. This will include the collation of risk data and analysis for client packs
- To oversee all new Issues, and to work with the Heads of Service to ensure these are reported through all client reporting packs on a monthly basis and are managed through to their conclusions
- The co-ordination of the client monthly and quarterly functional and governance packs, working with Heads of Service to ensure packs are completed and the meeting minutes are taken and circulated
- To manage the Fortnightly BAU WIP notes and circulate the actions after each call
- To assist in the production of the quarterly risk packs for internal stakeholders, including the collation of data and co-ordination of quarterly guest speakers
- To provide assistance in overseeing the control process meetings and to support the Associate Director with collating control evidence and the review of assessments under the control framework
- To provide support in the setting up and use of the new Risk Management tool
- To assist the Associate Director and Head of Data and Service Management with client due diligence requirements and the co-ordination of business continuity tasks
- To provide administration duties which will include supporting the internal process map maintenance
- To provide administrative support to the Data and Service Management team with data and onboarding requirements when required, including the management of the team inbox and providing administrative duties as/when required

SKILLS AND COMPETENCIES

- Excellent communication skills (both written and verbal) are essential for this role (Essential)
- A proactive approach to building relationships with all levels of seniority with internal and external stakeholders (Essential)
- Excellent attention to detail and experience of working in a data management environment (Essential)
- Strong presentation skills and the ability to present data and analytics to senior stakeholders (Essential)
- The ability to work under pressure and to multi-task in line with stakeholder deadlines and requirements (Essential)
- Enthusiasm, drive and the ability to work autonomously in a deadline driven environment (Essential)
- A team player who can work well in a team and autonomously
- Experience of working in a client facing or service management role (Essential)
- Previous knowledge of SLA and KPI reporting (Advantageous)
- Strong experience in the professional use of Microsoft O365 packages (including PowerPoint, Excel, Word at Intermediate level (Essential)
- Experience of using Visio and SharePoint (Advantageous)



ESSENTIAL APPROVED PERSONS EXAMINATIONS

- N/A

PROFESSIONAL EXAMINATIONS REQUIRED

- N/A

OTHER SKILLS REQUIRED, ESSENTIAL OR DESIRED:

- N/A

WHEN ABSENT FROM THE OFFICE ROLE WILL BE COVERED BY:

- Line Manager

ABOUT MOUNT STREET

Our aim is to create value across the entire spectrum of credit management. This is achieved through unrivalled expertise and enduring partnerships.

As a critical partner to Financial Institutions, we offer a comprehensive range of solutions that extend beyond servicing to include advisory services and strategic management of outsourcing.

Powered by CreditHub, our bespoke technology platform, we provide end-to-end solutions that adapt to the unique challenges of each client. Our deep knowledge of multiple asset classes, in addition to our global reach, allows us to deliver expertise that maximise opportunities and minimise risk.

We pride ourselves on our entrepreneurial spirit, fostering innovation and flexibility in our approach.

From our award-winning history, to our expanded capabilities across diverse sectors, we've built a reputation for handling even the most complex problems in the industry.

WHAT WE DO

We deliver unmatched expertise and advice across the entire credit management lifecycle.

OUR VALUES

Integrity – We value honesty, courage, fairness and tenacity.

Value our People – Our strength is our People and Teamwork is at the heart of what we do and who we are.



Deliver – We walk the talk and deliver on our promises.

Empower – Our teams are empowered to share in the purpose of our business.

Customer First – Partnership – We work in partnership with our clients, developing a relationship built on trust.

Please note that to ensure compliance with DSGVO/GDPR all CV's received for prospective candidates who are not appointed are deleted and not saved.

Mount Street is committed to creating an inclusive and equitable environment for all. We believe that by harnessing different backgrounds, experiences, and perspectives our teams bring a greater breadth and depth of knowledge and expertise and are better placed to support the clients and communities we serve. Creating a truly inclusive working environment is the responsibility of every member of our team. We openly welcome all candidates and their unique contributions irrespective of age, colour, disability (physical or mental), education, ethnic origin, gender, gender identity or expression, nationality, marital or family status (including pregnancy or parental status), race, religion or belief, sex, sexual orientation, veteran status or by any other range of human difference brought about by identity and experience.

Research shows that women and members of other under-represented groups may not apply to jobs when they believe they may not meet every qualification. If you are enthusiastic about this opportunity, and feel you have something to offer, we encourage you to apply.

We will ensure that reasonable adjustments or accommodations are made at each stage in our hiring process for individuals with disabilities. **If you require an accommodation or adjustment, please contact the HR team on HR@mountstreet.com or +44 20 7659 7051.**

