

Operations Integration Manager



Purpose

The purpose of this position is to drive strategic alignment, planning, and integration across Customer Operations, ensuring seamless execution of strategic and operational initiatives. This role plays a critical part in optimising cross-functional processes, managing performance, and embedding operational resilience to meet regulatory and business objectives. The role provides oversight and coordination for significant operational changes and continuous improvement activities that sit outside formal project or change delivery constructs, ensuring alignment with TSB's 2030 Strategy.

Role dimensions

- **Reports to:** Head of Customer Operations
- **Division:** Operational Excellence
- **Location:** Wellington, New Plymouth or Auckland
- **Direct Reports:** Yes

Person specifications

- Relevant tertiary qualification in business, commerce, risk or a related field.
- 10+ years' experience in operations strategy, business transformation, or service delivery leadership (financial services preferred) at a senior level.
- Demonstrated ability to lead cross-functional teams and drive strategic initiatives, with experience working within or leading significant projects, with wide impact on operational outcomes
- Strong expertise in operational integration, risk management, and regulatory compliance.
- Excellent stakeholder management skills and the ability to effectively engage and influence across all levels of management.
- Strong analytical and problem-solving skills with a track record of driving operational efficiencies.
- Excellent written and verbal communication skills, and the ability to effectively delegate, influence and interact at all levels, including with the Board.

Role specific areas of responsibility

- Lead the development and governance of an integrated strategy for Customer Operations, aligning operational initiatives with business priorities and objectives.
- Lead the structured planning and implementation of operational changes, maturity uplift and continuous improvement initiatives, ensuring:
 - effective performance analysis, identification of trends and insights to inform decision-making and articulation of the demonstrable value that is delivered
 - the maintenance of a clear and effective workflow prioritisation framework, with ongoing visibility of progress, dependencies and outcomes delivered
 - a data-driven, customer experience-based approach to all planning and improvement initiatives
 - business changes are implemented seamlessly into each operating environment, minimising disruption on performance and team engagement and maximising effectiveness.
- Drive cross-functional alignment, operational resilience and continuous improvement, to ensure Customer Operations can adapt and evolve to meet future business needs.
- Ensure that operational risks, compliance obligations, and process enhancements are proactively identified and addressed.
- Maintain oversight of high-risk operational issues, ensuring effective response and resolution. Whilst, identifying and resolving the systemic drivers of issues and embedding sustainable solutions that improve efficiency and customer outcomes.
- Act as the primary conduit between Operations, Financial Crime Compliance, Technology, Risk and Enterprise Change Delivery teams, ensuring alignment and an integrated response to regulatory and operational changes.
- Foster a collaborative, high-performance culture, ensuring teams are empowered to execute operational initiatives effectively.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development. This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.