

# Senior Lending Specialist



## Purpose

The Senior Lending Specialist is a primarily focussed on proactively seeking opportunities to grow business and providing lending solutions and products to ensure good customer outcomes. This role will establish, build and maintain social and professional networks to strengthen customer relationships and support the delivery of effective business plans to generate growth, increase brand awareness and improve customer satisfaction; while demonstrating and promoting the bank's values in all aspects of the role.

## Role dimensions

- **Reports to:** Team Manager - Lending Centre of Excellence
- **Department:** Customer Solutions & Service
- **Job family:** Technical Specialist
- **Location:** TBC
- **Direct Reports:** N/A
- **Financial Authority:** N/A

## Person specifications

- 8+ years in a complex Lending position, with sound understanding of the banking/financial services sector including current complexities and trends.
- New Zealand Certificate in Financial Services L5.
- Demonstrated experience in relationship management with the ability to build rapport.
- Strong critical thinking, communication and influencing skills and a solutions-based mindset.
- Demonstrated commercial acumen and an ability to work autonomously.

## Role specific areas of responsibility

- Pro-actively seek opportunities to grow the business, through TSB's product offerings and collateral services to support the bank to achieve its overall profit, sales and service objectives whilst delivering great customer experiences.
- To create, develop and maintain long-term relationships with new and existing customers and networks, to accurately understand and support their financial needs and ensure future lending opportunities are identified and fostered.
- Identify strategically targeted lending prospects to establish and manage business development by coordinating acquisition, needs fulfilment and conversion activity.
- Contribute to annual and quarterly regional Business Development plans to ensure all planning strategy is quantified and major Senior Lending Specialist undertakings are specified and agreed to.
- To monitor competitor and market conditions to ensure profitable and timely strategies are developed and adopted in response to market needs.
- Assess, control and report on business performance by analysing major Senior Lending Specialist initiatives and evaluating outcomes to refine and maximise growth opportunities and ensure service level standards are maintained.
- Provide positive support and encourage collaboration to actively contribute to the delivery of successful team objectives.
- To ensure compliance with relevant legislative requirements including but not limited to, AML, FAR, Privacy Act, CCCFA, Property Law Act and the Code of Banking Practice etc.; Identify and proactively report conduct, compliance, operational and credit risks, incidents and near misses.

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.