

Team Manager – Business & Property Finance



Purpose

This position will be accountable for leading and developing a team of specialists to deliver high quality customer interactions and experiences, with a focus on retention and growth, in line with TSB's strategic objectives. This role will support and oversee optimisation, productivity, quality and risk management within the team, while driving business excellence and seeking to achieve good customer outcomes.

Role dimensions

- **Reports to:** Head of Business and Property Finance
- **Division:** Customer Delivery
- **Direct Reports:** Yes

Person specifications

- New Zealand Certificate in Financial Services Level 5 or equivalent qualification
- 5+ years experience in a Banking and/or Financial Services role, with a strong understanding of onboarding, AML and loan processes.
- 2+ years Leadership experience within a financial services environment
- A high level of commercial acumen and strong understanding of industry trends.
- Proven interpersonal skills, including written and verbal communication, people management, coaching, and building relationships.
- Sound understanding of process improvement, change and stakeholder management capability.

Role specific areas of responsibility

- Lead, coach, and provide effective day-to-day guidance to the Specialist team, to enable high performance, to deliver good customer experiences end-to-end, with an emphasis on building strong relationships between clients and TSB;
- Contribute to the delivery of key activities to support customer growth and retention, ensuring all lending retention tasks are completed prior to due dates including fixed rate rollover call and customer care calls.
- Act as the point of escalation for client matters, working collaboratively with National Managers to support cohesive operations and efficiency across all functions.
- Create, review, assess procedures and processes to support the ongoing optimisation of the Banks systems and procedures and enhance customer delivery to the Business customers
- Establish a structured process to ensure business SLAs can be met and exceeded, to support achievement of business goals, through planning and organisation, and the appropriate allocation of resources.
- Oversee adherence to regulatory requirements, supporting to communicate changes, and ensure compliance matters are implemented and managed in line with the Banks policy and obligations.
- Build and develop team capability, identifying opportunities for training and development and leading initiatives to cross-skill and increase team productivity, effectiveness and improve operational activity across the team and wider function.

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.