

Senior Lending Specialist



Purpose

The Senior Lending Specialist is primarily focussed on proactively seeking opportunities provide 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 banks values in all aspects of the role.

Role dimensions

- **Reports to:** Team Manager - Lending Centre of Excellence
- **Department:** Customer Delivery
- **Direct Reports:** N/A
- **Financial Authority:** N/A

Person specifications

- 5+ years in a Lending position, with sound understanding of the banking/financial services sector including current complexities and trends.
- New Zealand Certificate in Financial Services Level 5.
- Demonstrated experience in relationship management with the ability to quickly 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 performance 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.
- Use the strategic business plan to achieve your planned operating rhythm and results, with regular updates and reviews.
- To monitor competitor and market conditions to ensure profitable and timely strategies are developed and adopted in response to market needs.
- Provide positive support, encourage and collaborate 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 Operate with good conduct, meet required compliance, operational and credit risks.
- The role does include the need to work outside the standard business hours as required.

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 role 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.