

Position Description

Lending Operations Specialist



The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



About the team

The Customer Banking team is primarily responsible for servicing our wide range of customers across the country, servicing their needs and managing almost all of our banking-related customer interactions.

Our team comprises of front-line branch staff located around the country, a dedicated Inbound Contact team servicing customers via phone, a Customer Advice team responsible for supporting customers who need financial advice on our products and services, and a National Broker channel who liaise directly with Brokers and work closely with our frontline teams.

The remainder of Customer Banking work behind the scenes to support our customers and frontline teams to deliver exceptional outcomes. This includes a number of supporting activities, as well as our process improvement function. This team responsible for reviewing, documenting, and improving both specialised front-line customer process and also Bank-wide processes and systems that we use on a day to day basis.

Purpose of this position

The Lending Operations Specialist role within Customer Banking Operations provides first level support for Customer Banking frontline teams and centralised processing of lending maintenance functions and administration.

Lending Operations Specialists provide problem solving and exception decisioning within delegation; whilst encouraging self-reliance and continuously looking at ways to improve operational processes and increase efficiency.

Position reports to: Manager Customer Operations

Challenges and opportunities of this role

- Managing workload and prioritising work queues and queries to meet expected timeframes.
- Working during outages and extraordinary events which can be potentially high impact and ensuring timely resolution.
- Maintaining sufficient knowledge of all products, processes, systems and criteria/policy for the full range of lending products and processes offered by the bank, as well as current campaigns and implementation of changes within the Bank.
- Negotiating the pricing decisions with stakeholders (within delegation) and knowing when to escalate.
- Using judgement to balance the needs of the customer and the bank (e.g. managing the volume/margin requirements).
- Determining appropriate compensation for customers when errors occur within delegation.
- Getting frontline staff to take responsibility for customer resolution where appropriate.

How you will contribute:

What you'll do	Success will mean
Centralised Lending Functions	
<p>Loan administration e.g. lump sum payments, Low Equity Margin removal, Early Repayment Recovery, complicated documents and loan pay-outs.</p> <p>Reviews reports to support compliance for new and existing loans e.g Pricing, amendments and ERRs.</p>	<ul style="list-style-type: none"> • Function completed/support provided in a timely manner using sound judgment and within delegation. • Accurate and timely completion of reports. Providing insight into trends.
Problem Solving and Error Resolution	
<p>Problem solving, making decisions and supporting resolutions relating to lending operational errors, processing issues and more complex problems that require escalation.</p>	<ul style="list-style-type: none"> • Decisions within delegated authority and escalates where appropriate. • Uses discretion and judgement when correcting issues; providing lenders with accurate information. • Escalates issues and supports a resolution within a timely manner.

What you'll do	Success will mean
Special Pricing	
<p>Takes ownership for the day to day assessment and quoting of special pricing requests for home loan, personal loans and term deposits.</p> <p>Working within ALCO approved pricing discretions and using pricing assessment tools to achieve profitable and sustainable pricing outcomes for the Bank.</p>	<ul style="list-style-type: none"> • Providing accurate and timely responses to pricing requests • Using discretion and sound judgement when providing special pricing; escalating when appropriate.
Broker Administration	
<p>Manual commission payments, clawbacks and Registrations for Broker lending.</p>	<ul style="list-style-type: none"> • Completing tasks in in timely and compliant manner.
Customer Operations Support	
<p>At times, the Customer Operations teams works collectively across tasks to help support frontline needs and demand. Where required, you will provide support with:</p> <ul style="list-style-type: none"> • Problem solving, making decisions and supporting resolutions relating to general customer operational errors and use. • Customer Operations functions e.g AML exceptions, processing of new customer or relationship applications, centralised administration and assurance checks. • Supporting other Customer Banking teams as needed. 	<ul style="list-style-type: none"> • Functions completed/support provided in a timely manner using sound judgment and within delegation. • Accurate and timely completion of reports. Providing insight into trends.
Healthy and safe work environments	
<p>Follow all health and safety policies, standards, emergency procedures and plans.</p> <p>Participate in health and safety activities, training and meetings as required.</p> <p>Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Cease work if an unsafe situation arises and seek assistance.</p>	<ul style="list-style-type: none"> • Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities. • Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement. • Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

- Customer Delegated Authorities approved by Senior Manager – Customer Banking
- Pricing delegations approved by ALCO

b) Actions and decisions that are recommended to a higher level of management for approval:

- Any recommendations for policy and procedure change to be referred to the Manager – Customer Operations in the first instance.
- Pricing decision outside of delegated Pricing discretions.

Qualifications and experience

- Operational knowledge of lending/banking policy, processes and systems.
- No specific tertiary qualifications are required from this position; tertiary learning in Finance would be an advantage but is not essential.

Skills and attributes

Technical Skills

- Good technological skills including the ability to embrace and effectively utilise technology and analyse data.
- Effective communication skills.
- Relationship building skills – experienced, confident, and credible at building strong relationships.
- Great customer service skills in a high demand environment.

Personality Attributes

- Proven resilience and problem-solving skills with determination to handle tricky situations co-operatively and professionally,
- Good time managements and prioritisation.

Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.