

Position Description

Credit Analyst



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 Credit team sets the standard for the Bank's lending portfolio and risk appetite through lending policy and the risk framework. It supports the network with objective credit decisioning, practical lending assistance and focussed lender development.

Purpose of this position

As part of the wider risk team, your primary functions are to provide sound lending decisions and uplift lender capability across the network.

This role requires bringing a systematic and disciplined approach to evaluate and improve the effectiveness of credit decisioning, risk management and control processes, including;

- Making sound lending decisions within your Delegated Credit Authority (DCA) in line with The Co-operative Bank's risk appetite and growth aspirations.

- Proactively engage and support the network to deliver improved lender capacity through the provision of new and increased DCAs
- Maintain and update the Bank's lending criteria and associated processes to reflect current regulatory requirements, risk appetite, and best practices in Korero.
- Review and record Code of No Surprise notifications and take appropriate follow-up action where appropriate.
- Complete targeted reviews or validations as requested by management and report on findings.
- Providing a problem resolution and advisory role for the network and key stakeholders on changes to credit practices and compliance with legislation; and
- Supporting the development of lending related processes and systems.

Challenges and opportunities of this role

- Empower lenders and bridge capability gaps, ensuring that they can identify risks and mitigating factors to make informed credit decisions.
- Effectively communicate the risk appetite of the Bank to ensure it is understood and maintained.
- Maintaining the Bank's compliance obligations in a highly changing regulatory environment.
- Accurately and effectively present outcome of reviews.

This position reports to the Senior Manager Credit.

How you will contribute:

What you'll do	Success will mean
<p>Credit Decisioning and Support</p> <p>Exercise judgement to approve lending within DCA to ensure compliance quality and containment of risk.</p> <p>Provide support services to lenders throughout the network in relation to more complex and technical loans or applications that fall outside of local DCA levels.</p> <p>Contribute to the development of lending staff by assisting with the interpretation and implementation of lending, compliance and containment of risk policies and procedures.</p>	<ul style="list-style-type: none"> • Minimising loan losses through the analysis of 'exception' or outside of DCA loans. • Finding the balance between reward and The Co-operative Bank's risk appetite. • Supporting lending staff and raising the standard of knowledge across the network i.e. bridging capability gaps.
<p>Risk Asset Reviews</p> <p>Work under the direction of the Senior Manager Credit—to assist with the Risk Asset Review process.</p> <p>Ensure reviews are completed in a timely manner to a high standard.</p> <p>Identify training needs, provide coaching where necessary and determine risk rating.</p>	<ul style="list-style-type: none"> • Ensuring a high quality of lending decisions and securities maintenance. • Minimising loan losses by: • Identifying areas of non-compliance, poor judgment and/or inappropriate Delegated Credit Authority levels.

What you'll do	Success will mean
	<ul style="list-style-type: none"> Ensuring a positive Credit Risk culture is reinforced to lending staff. Identifying training needs and referring these to the appropriate Manager or Regional Manager for action.
Credit Training & Capability Assessment	
<p>Work with other teams to ensure the effective delivery of Credit Risk to the network</p> <p>Manage lenders training needs based on lenders skill assessments.</p> <p>Presentation of Credit Risk courses from time to time.</p>	<ul style="list-style-type: none"> Ensure that all lenders within the bank have the appropriate level of training to support their credit decisioning. To ensure that the level of lending expertise is at an appropriate level to effectively manage the credit risk appetite.
Process Improvement	
<p>Lead the continual reassessment of the performance of Credit Risk processes and procedures to ensure continuous improvement and optimum standards are maintained.</p> <p>Lead the implementation of changes as approved by the Head of Credit.</p>	<ul style="list-style-type: none"> Minimise loan losses. A positive, effective relationship is maintained with the network. Enhance the customer experience. Approved policies and processes are strictly adhered to.
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.
Other Accountabilities	
Works collaboratively with other members of the Risk Team.	<ul style="list-style-type: none"> Teamwork is well-integrated and team goals are achieved.

What you'll do	Success will mean
	<ul style="list-style-type: none"> Role modelling behaviours that define our core beliefs.

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

- Loan alteration submissions.
- Escalation of suspected credit related fraud issues.
- Training structure and content.
- Lending Criteria changes.
- Approve standard security and loan documentation.

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

- Lending decisions as delegated by the Head of Credit.

Qualifications and experience

- A relevant tertiary qualification in finance is desirable but not required.
- Previous experience in the financial services industry (e.g., banking, lending, credit risk, or compliance roles) is highly desirable.
- An understanding of relevant Credit Risk related legislation, such as the CCCFA or The Responsible Lending Code would be an advantage.

Skills and attributes

Technical Skills

- Familiar with MS Office suite.
- Excellent report writing, presentation and interpersonal skills.

Personality Attributes

- Self-management – plans, organises and prioritises work effectively and efficiently to achieve the required outputs.
- Problem resolution and decision-making skills.
- Strong analytical skills.
- Attention to detail and strong administrative skills.
- Ability to develop and maintain positive, motivational relationships with the network and external agencies.

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.