

Senior Manager - Performance & Delivery



Purpose

The Head of Performance & Delivery has a critical role within Customer Delivery to provide support in all aspects of operational effectiveness, manage communications, planning and finance. Be a key leader and influencer across TSB in ensuring alignment of CD activities, planning, implementation and delivery. This role will work directly with the GM Customer Delivery by advising on the development of key initiatives, prioritise activities and provide market insights on opportunities, risks, emerging trends to ensure the delivery the Bank's Strategic Plan and financial objectives.

Role dimensions

- **Reports to:** GM Customer Delivery
- **Department:** Customer Delivery
- **Direct Reports:** 4+
- **Financial Authority:** Yes

Person specifications

- 7+ years experience in a similar position.
- Business and financial acumen to apply and understand TSB, optimise the opportunities, and consider wider-business views
- Forward-thinking with a digital focus
- Communication and business planning skills at a senior level
- Experience in creating creative, workable solutions to complex issues and has demonstrated agility and resourcefulness in identifying creative and practical solutions
- Experience in dealing in a time-pressured environment with deliverables that have conflicting priorities requiring management.
- Experience in working in or alongside a Banking Risk Management environment

Role specific areas of responsibility

- Lead the business planning process for each of the Customer Delivery teams, supporting each area to create a plan that will enable TSB's success. Design and implement a key set of reporting to ensure we meet business plan objectives and ensure early identification of where we are not meeting objectives.
- Utilising data, develop meaningful insights to uplift vital areas of business performance to deliver better outcomes, consistency of customer experience, and frontline conduct and compliance adherence
- Collaborating with of 'Line 1' risk to ensure key obligations owned by Customer Delivery are met. This includes control testing, incident oversight, monitoring of audit issues, BCP lead, and FAR responsibility for TSB.
- Develop, promote, and embed frontline operating rhythms that promote and enhance quality conversations and consistency of customer experience across the business.
- Working closely with the Customer Delivery leadership team and business stakeholders to implement change management strategies ensuring effective and consistent change which maximizes employee confidence, adoption, usage, and accountability;
- Look across the finance industry to identify best practices and lead initiatives to share this. This will include initiatives to ensure the effective and efficient operation of customer delivery, ensuring that resource is allocated in the right areas to support frontline requirements.
- Facilitating operational support to General Manager by oversight pricing requests, helping with communication planning, and other day-to-day support to ensure the Customer Delivery Team runs as effectively and efficiently as possible.

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.