

Position Description

Senior Broker Lending 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

Our Customer Banking teams are responsible for providing award-winning customer service and banking experience for our customers across New Zealand. We have 25 customer banking network teams located from Whangarei to Invercargill, as well as a dedicated National Broker, Inbound Contact Centre, Customer Advice and Operational teams based in our Wellington head office.

Our Customer Banking teams are ultimately responsible for delivering excellent customer service across multiple channels, service, products, and banking needs; ensuring our customers are enabled to make financial decisions that are best for them.

Purpose of this position

The Senior Broker Lending Specialist role is designed to assist with the processing of lending applications, make lending decisions where applicable, and ensure that known risk factors are avoided by adhering to The Co-operative Bank lending policy and procedures.

A key purpose of this role is to provide centralised processing, support and problem solving for Broker Lending processes undertaken across the network via a national queue. The role works under the Broker Manager and sits within the National Broker Hub.

The Broker Hub's main focus is on building and maintaining third party relationships with Brokers, recognising new referral opportunities in everyday customer interactions, developing strong working relationships with Branch staff and executing a contact programme with the Broker community and other third-party referral sources.

Position reports to: Broker Manager

Challenges and opportunities of this role

- Managing workload and prioritising work queues and queries to meet expected timeframes.
- Calmly 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.

How you will contribute

| What you'll do | Success will mean |
|---|---|
| Lending Applications | |
| <p>Ensures all lending applications are properly and promptly reviewed and assessed within the agreed service level (SLA) timeframe and provides relevant information to ensure customers are enabled to make decisions.</p> | <ul style="list-style-type: none"> • Applications fully and correctly completed with all necessary information being obtained. • Lending policy is adhered to or, where the proposal is outside policy, possible courses of action can be identified and initiated. • SLAs are achieved. • Broker issues are remedied. |
| Customer Experience and Relationships | |
| <p>Maintain high levels of customer service for Brokers and Branches by satisfying established SLA and other service targets. Delivering a co-operative customer experience that tangibly demonstrates the difference between us and our competitors.</p> <p>Maintain high levels of customer service for lending customers, 3rd parties and branches by satisfying established SLA and other service targets.</p> <p>Build and maintain external relationships with referral sources and internal branches (including existing customers, brokers and other third parties) to ensure that the Bank wins market share and grows both home and personal lending.</p> | <ul style="list-style-type: none"> • Open communications with Brokers and Branches, sharing information and suggestions, and building relationships. • Strong mutually beneficial relationships with Brokers. • Increased referral business from key referrers • Improved quality of lending referrals. • High satisfaction ratings from key referral sources, branches and customers. |

| What you'll do | Success will mean |
|---|---|
| Compliance and Risk Management | |
| <p>Adhere to current policy and procedures.</p> <p>All lending applications are properly and promptly reviewed and assessed within the agreed service level timeframe.</p> <p>Provides information to customers based on needs to enable them to choose a suitable option, having responsible lending conversations where applicable.</p> <p>Alternative options are discussed before declining applications, including advice referral if required.</p> <p>Recognises where regulated financial advice or recommendations may be required and escalating to the appropriate team, while balancing the customer experience.</p> <p>All information is documented in accordance with record keeping requirements.</p> <p>Knowledge and understanding of policy changes and learning requirements are up to date.</p> | <ul style="list-style-type: none"> • Legislative requirements are met (including the FMCA, AML, and CCCFA). • Loan applications submitted are complete and accurate, and with all necessary information sighted. • Credit checks are completed, checked, and queried where appropriate. • Lending policy is adhered to, or where the proposal is outside policy, possible courses of action are identified and initiated. • Files are compliant and all required information is collected from the customer and kept on file. • Completion of all compliance training. • Understanding of the difference between information-only and regulated financial advice conversations, and Co-op's escalation process. • Policies, processes and learning requirements are executed correctly. |
| 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:

- Lending decisions as per the Delegated Credit Authority approved by Credit Risk.
- Customer Delegated Authorities approved by Senior Manager Customer Banking.
- Contribution towards Bank home lending goals.

- Broker Team supports branches with a first line of help on policy and process delivery.

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 Lending Services Team Leader in the first instance.
- Approvals outside of delegated authorities.
- Expenditure within approved budgets.

Qualifications and experience

- Four years secondary education with passes in English and Maths (at NCEA Level 2 or 6th form level) or equivalent work experience.
- At least 3 years' work experience - including experience in a customer service and sales.
- At least 1 year's lending experience required.
- Experience with broker and third parties preferred.

It is a requirement of this role that within 12 months of commencement:

- Appropriate credit delegations are attained and maintained.

Skills and attributes

Technical Skills

- Strong verbal, numerical, literacy.
- Lending skills.
- Time and work management including planning, multi-tasking, prioritising work, administration, and processing skills.
- Computer skills - including internet and Microsoft applications.
- Learning ability - able to learn, understand, apply and retain new information / learning / training.
- Problem identification and solving.
- Judgment and decision making.
- Researching, Analytical, Investigative.

Personality Attributes

- Team skills - ability to work effectively with other people.
- Customer interaction skills - ability to build rapport, understand customer needs and recommend suitable solutions.
- Communication skills - including verbal and written communication, listening skills, ability to clearly articulate thoughts, tailor communication for audience.
- Telephone skills - manner, effective approach, ability to engage, etc.
- Customer service and sales skills.

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.