

Senior Commercial Manager – Pakihi Māori



Purpose

This role is responsible for successfully managing and growing relationships with high value business clients, ensuring effective networking and engagement to build and maintain partnerships with existing customers, prospects, and the wider business community, to drive growth and retention as well as through providing Māori clients with the opportunity to interact with the Bank in the way they feel most comfortable. Providing subject matter expertise and knowledge, this role will contribute to balancing risk and reward, in order to create sustainable value and enable the delivery of TSB's strategic objectives, and good customer outcomes.

Role dimensions

- **Reports to:** National Manager - Business and Commercial
- **Division:** Customer Delivery
- **Direct Reports:** Nil
- **Financial authority:** Nil

Person specifications

- New Zealand Certificate in Financial Services Level 5 or equivalent qualification
- 10+ years in a banking / financial services with at least 5 years working in a commercial finance role
- Advanced relationship and financial assessment skills, and in-depth financial and risk analysis capability
- Proven interpersonal skills, including written and verbal communication, discovery, networking and sales capability
- A high level of commercial acumen and strong understanding of industry trends
- Experience with Māori businesses and/or iwi/hapū entities, and a strong grasp of Te Ao Māori in a commercial setting
- Proficiency in Te Reo and tikanga Māori – or a clearly demonstrated commitment to ongoing development

Role specific areas of responsibility

- Manage, retain and grow a portfolio of TSB's high value client relationships, to drive business performance, including the origination of new business, retention, maximising income, and minimising potential loss in line with TSB's strategic objectives.
- Pro-actively identify target clients, prospects, and professional relationships through proactive networking, and develop and implement a tactical plan to maintain a pipeline of prospects within the commercial sector.
- Work with internal and external stakeholders to identify new revenue opportunities through existing clients and prospects, advancing knowledge of TSB's product offering within the wider market alongside considering opportunities in the Māori economy, partnerships with iwi, hapū, and Māori business networks.
- Develop and provide tailored strategies and unique solutions by understanding client's current and future growth objectives, operating cycle and industry, to support their needs while contributing to the delivery the Bank's strategic goals.
- Monitor competitor and market conditions and provide recommendations to support in the development of timely and profitable strategies in response to market needs.
- Supporting across the team to build capability and providing expert advice to guide team members, as required, to support the delivery of good customer outcomes. Role model and support growth across the team in Te Reo Māori me ōna tikanga.

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.