

# Position Description

## Senior Credit Controller



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 Bank.

### 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 Credit Control Team plays a pivotal role in assisting both our customer and banking network teams by effectively managing and rehabilitating non-performing loans. The position covers all areas of credit control including acting in an advisory role for the branch network and key stakeholders.

This role sits within the Credit Control team and the Bank's wider Risk team.

### Purpose of this position

The primary responsibilities of this role are to provide proactive management of the Bank's lending arrears, remediate non-performing loans, and mitigate loan losses through the rehabilitation of overdue accounts. Exceptional customer service and clear communication skills are paramount for success in this position. You will be expected to think and act quickly to find solutions and confidently negotiate arrangements that benefit both the Bank and the customer

Position reports to: Manager Credit Control

## Challenges and opportunities of this role

- Providing high-level problem resolutions, negotiating and managing arrears to provide satisfactory outcomes for both the customer and the Bank.
- Being agile and flexible with decision-making and act in an advisory role for the network and key stakeholders.
- Ensuring consistent and effective communication with customers,
- Delivering results whilst making sure relevant audit and compliance standards are met.
- Keeping up to date with legislative changes and retaining a strong knowledge of the Bank's products and processes.

## How you will contribute:

What you'll do	Success will mean
<b>Credit Control</b>	
<p>Managing various stages of credit control (including insurance and Council rates arrears) to maximise recovery outcomes while maintaining a sound relationship with the customer.</p> <p>Effectively utilises a wide range of debt recovery options, including:</p> <ul style="list-style-type: none"> <li>• Identifying and establishing a strategy to manage each individual debtor situation.</li> <li>• Identifying and recommending when a debt should be escalated, realised and/or written off.</li> <li>• Identifying and recommending any other options available for recovery.</li> </ul> <p>Identify and report poor-quality lending decisions for investigation and action.</p>	<ul style="list-style-type: none"> <li>• Minimisation of loan losses.</li> <li>• Maintaining strong relationships with our customers.</li> <li>• Compliance with legislative requirements.</li> <li>• Protects reputational risk.</li> <li>• Arrears are well managed and escalated as appropriate within the allocated timeframe.</li> </ul>
<b>Leadership</b>	
<p>Provide high-level expert advice and support to the team and wider in relation to more complex or technical aspects of credit control.</p>	<ul style="list-style-type: none"> <li>• High-performance team</li> <li>• Well supported and engaged team and raise the standard of knowledge</li> </ul>
<b>Network Support</b>	

<p>Support the network in the assessment and completion of Unforeseen Financial Hardship applications</p>	<ul style="list-style-type: none"> <li>• Minimisation of loan losses by maintaining positive relationships with the Branch Network.</li> <li>• Maintaining strong relationships with our customers.</li> <li>• Compliance with legislative requirements.</li> </ul>
<p><b>Recoveries</b></p>	
<p>Manages recoveries through:</p> <ul style="list-style-type: none"> <li>• Effectively managing the write-off process and ensuring debt recovery procedures are fully effective.</li> <li>• Undertakes appropriate analysis and reporting in relation to write-offs and recoveries.</li> <li>• Maintaining external collection partner relationships</li> <li>• Accurately preparing documentation required for legal recovery process and instructing external parties to take approved recovery action.</li> </ul>	<ul style="list-style-type: none"> <li>• To minimise loan losses and (where appropriate) maintain the customer relationship.</li> <li>• Maximise external recoveries where debts have been written off.</li> <li>• Compliance with legislative requirements</li> </ul>
<p><b>Insolvency Management</b></p>	
<p>Ensure all daily notifications are searched with appropriate actions are taken.</p> <p>Manage customers who have entered No Asset Procedure, Bankruptcy or Summary Instalment Order.</p> <p>Registration of claims and preparation of required documents for Bankruptcy and Court Seized Securities.</p> <p>Ensure customer records are current with alerts and credit checks with relevant information.</p> <p>Complete write off process for any unsecured debt</p>	<ul style="list-style-type: none"> <li>• Compliance with legislative requirements</li> </ul>
<p><b>Process Improvement</b></p>	
<p>Continually reassess the performance of processes and procedures along with the performance of the Credit Control team to ensure continuous improvement and optimum standards are maintained.</p>	<ul style="list-style-type: none"> <li>• Enhance the customer experience.</li> <li>• Controls are effective and compliant with approved policies and legislative requirements.</li> </ul>

## Healthy and safe work environments

Follow all health and safety policies, standards, emergency procedures and plans.

Participate in health and safety activities, training and meetings as required.

Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.

Cease work if an unsafe situation arises and seek assistance.

- 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:

- Negotiation and approval of full settlements within delegated authority.
- Approval of Unforeseen Financial Hardship applications or loan restructures.
- Approval of unsecured write-offs within delegated authority.

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

- Write-offs in excess of delegated authority.
- Establishment and renegotiation of contracts with external providers/partners.
- Significant changes to agreed/approved policies and procedures.

## Qualifications and experience

- Minimum of three years experience in Credit Control with a thorough knowledge of managing all stages of credit control.
- An in-depth understanding of relevant legislation (e.g., Property Law Act, Personal Property Security Act, Credit (repossessions) Act, Credit Contracts and Consumer Finance Act, etc.) is required

## Skills and attributes

### Technical Skills

- Problem-solving with the ability to identify, develop and implement effective solutions.
- Sound working knowledge of the Microsoft suite of Office software.
- An understanding of relevant Regulations and legislation obligations.

### Personality Attributes

- Ability to develop and maintain positive relationships with our Customers, the Branch network, key stakeholders, and external agencies.

- Effective communication skills, both written and verbal to engage effectively with various stakeholders.
- Ability to collaborate effectively and work as a team player.

### **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.