

Position:	Lending Operations Administrator
Department:	Credit & Banking Operations
Reports to:	Lending Operations Manager
Direct reports:	Nil
Role type:	Full-time, Fixed Term
Hours:	40
Location:	Dunedin
Date:	September 2021



Purpose of position
To provide general assistance to the Lending Operations Manager in the areas of lending administration and reporting.
Key focus of the role
<ul style="list-style-type: none"> • Provide a high level of administration support to ensure all loans, securities, and insurance policies are accurately administered. • Central processing of loan documentation, interest rate changes to individual loans, and portfolio rate changes.

Key result areas and standards of measures/expectations
<ul style="list-style-type: none"> • Responsible for co-ordination of loan and mortgage documentation and securities. • Manage interest rate changes. • Maintain customer loan related insurance programme. • Assist with providing timely and accurate management reports. • General administrative support.
Other:
<ul style="list-style-type: none"> • Health, Safety & Security regulations understood and complied with to ensure hazards identified and accidents prevented • Other duties willingly performed as required • Customer (internal staff and external) queries are followed through in a timely manner that ensures closure. • Champion the organisational values • Support other team members as required • Strategic or operational project work completed as required

Note: These duties may change from time to time to meet operational or other requirements.

Person specifications: <i>Skills and knowledge required in this position</i>	
Essential	Desirable
<ul style="list-style-type: none"> • Appropriate knowledge of lending functions, procedures, and legislative issues. • High levels of computer literacy including an understanding of Microsoft Office products. • Outstanding communication and influencing skills, both written and oral. • A sound understanding of customer service delivery. 	<ul style="list-style-type: none"> • Previous home loan settlements experience.

- Highly self-motivated with the ability to work effectively under pressure without supervision.
- Maintenance of strict confidentiality and discretion.