

# Specialist, Banking Support

## Our Massive Transformational Purpose

**Unleash our unparalleled customer care for community good**

## Our Values

**People first:** We put you at the center of everything we do

**One team:** We're stronger together

**Innovation:** We find a better way

**Integrity:** We do right by you

**Keep it simple:** We like things straight forward

## Specialist, Banking Support

### Working at TSB

Our people are proud to belong to a 100% independent NZ owned Bank and proud to see the results of their efforts invested back into New Zealand. Our people can see the impact of their work benefitting New Zealanders as they work towards the bank's purpose: Helping New Zealanders get ahead by making banking really easy. Every time. Everywhere.

Our strong corporate values: One Team, People First, Integrity, Innovation, Keep it Simple set our standards and set us apart. We demonstrate our People First value through the distribution of our profit for the benefit of others and by providing our employees with a place to belong, grow, and be recognised.

We work together as a One Team community to ensure a sustainable future and we encourage every employee to have a voice and be an active participant in our success. We aim to create remarkable experiences for our people just as our people create remarkable experiences for our customers.

### Role dimensions

<b>Reports to:</b>	Team Leader, Banking Support
<b>Department:</b>	Customer Solutions and Service
<b>Job Family:</b>	Customer Support and Operations
<b>Location:</b>	New Plymouth
<b>Direct Reports:</b>	0
<b>Total Employees:</b>	0
<b>Financial Authority:</b>	No

## Role requirements

### Primary purpose

The Banking Support team provides centralised support for banking and product operations nationwide for our retail, business and agri sales teams.

Support is provided for our products and their associated services which include, Account maintenance requests, Estate management, ATM cash and Branch cash management, and bank balancing/general ledger reconciliation. There may be a requirement for 24/7 on call responsibilities, on a rostered basis, to manage and resolve 3LC – SBI Payment issues.

We strive to provide exceptional customer service and support enabling the Network to deliver a consistently high level of service and ensure our customers experience is seamless and easy.

### Role specific areas of responsibility

- Provide specialised support to our Network, customers and third parties. Support consists of but is not limited to; data processing, account maintenance, payments, account reconciliation, quality assurance, first line risk assurance, managing and managing inbound queries through to resolution- all within specified Bank Standards and Service Level Agreements.
- When on call be responsible for the on call phone, have access to the bank's systems at all times and escalate issues with 3LC- SBI Payments when resolution is not possible
- Meet and maintain accuracy, efficiency and completion rates whilst ensuring high quality output.
- Follow bank policy & procedures, ensure knowledge is current, that you operate within these guidelines and any changes are escalated.
- Identify trends and escalate findings or opportunities to increase knowledge or mitigate risk
- Provide accurate reports, data and documents to stakeholders.
- Develop and maintain positive relationships with internal and external customers and third parties.
- Identify opportunities for process improvement and participate in Projects as required
- Ensure processes and procedures are documented and updated as required.
- Provide training to the wider team and the Network to increase team functionality, productivity and development.

### Generic responsibilities

- Keep up to date with and comply with all Bank policy and procedures.
- Comply with all health and safety policies, directions and instructions and ensure that in the performance of duties not to undermine own health and safety or the health and safety of any other person. Be continually mindful of the Bank's Health and Safety Policy:
  - No business objective will take priority over health and safety.
  - All incidents are preventable.
  - Whilst management have ultimate accountability, we all have responsibility for health, safety and wellness.

- All employees have the responsibility to stop any job they believe is unsafe or cannot be continued in a safe manner.

- At all times demonstrate the Bank's values:
- Embrace change and act as a change agent – accepting, embedding and reinforcing change in the workplace.

## Person specification

### Required experience & qualifications

- Minimum 3 years financial services administration experience with relevant product knowledge and technical aptitude or experience in a legal environment dealing with conveyancing and property settlements or with Estate Management.
- Prior Customer Service experience
- Intermediate computer skills - MS Office skills (Word, Excel, Outlook)
- High degree of attention to detail, demonstrating an ability to monitor and meet productivity targets along with accuracy and data integrity.
- Ability to provide training and guidance to improve knowledge and performance of wider team.
- Ability to monitor workflow and assist wider team in meeting agreed Service Level Agreements.

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.