

# Senior Commercial Manager



## 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. 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.

## 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.
- 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.

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.