

<b>Position:</b>	<b>Branch Manager</b>
Department:	Distribution
Reports to:	Head of Distribution
Direct reports:	3
Role type:	Permanent
Hours:	1 FTE
Location:	Dunedin
Date:	April 2024

Position in organisation		
Branch Manager	→	Head of Distribution → Chief Executive

Our Purpose
We exist to bring humanity back to banking.

Our Values
We're one team   Stand together   <i>Tū Kotahi</i>
We're good people   Stand proud   <i>Tū Pakari</i>
We raise the bar   Stand tall   <i>Tū Toa</i>

Purpose of position
To manage Unity Credit Union's (Unity) Dunedin branch, team members, and community engagement, and assist the Head of Distribution in the delivery of annual member outcomes and member experiences.
Key focus of the role
<p>Deliver successful growth and leadership of the Dunedin branch, including:</p> <ul style="list-style-type: none"> <li>Consistent delivery of outstanding member outcomes and experiences.</li> <li>Implementation and delivery of Unity's strategy, financial goals, member experience outcomes and goals, and community goals within Dunedin branch.</li> <li>Being a leader – responsible for management and development of team members, and aligning teams to Unity's values, purpose, and culture.</li> </ul>

Key result areas and standards of measures/expectations
<ul style="list-style-type: none"> <li>Proactively assist members by aligning their financial needs with Unity's products and services.</li> <li>Successful and consistent delivery of service in line with Unity's annual strategic and financial goals.</li> <li>Providing customer service support to team members where required.</li> <li>Own Unity's business strategies and plans to deliver annual profit goals within the Dunedin branch.</li> <li>Lead community engagement and build and maintain relationships within the community by proactively identifying and developing third-party relationships to pursue.</li> </ul>
<p>Leadership:</p> <ul style="list-style-type: none"> <li>Champion and be identified as a leader in a high performing service environment.</li> <li>Inspire and drive team engagement and a positive culture with the organisation's vision for growth.</li> <li>Set annual objectives for each team member aligned to both your team's and Unity's retention strategy, business plan, and strategic and financial goals.</li> <li>Responsible for day-to-day resource allocation within the Dunedin branch.</li> <li>Regular coaching undertaken to enhance team and individual performance and identify development opportunities.</li> <li>Outstanding individual and team contribution is recognised and celebrated.</li> <li>Non-compliance and poor performance proactively managed in line with policy and procedure.</li> <li>Maintaining in-depth knowledge of Unity's products and services and training teams to increase and ensure their knowledge.</li> <li>Promoting Unity and our products and services within the community.</li> </ul>
<p>Other:</p> <ul style="list-style-type: none"> <li>Health, Safety &amp; Security regulations understood and complied with to ensure hazards identified and accidents prevented.</li> <li>Other duties willingly performed as required.</li> <li>Customer (internal staff and external) queries are followed through in a timely manner that ensures closure.</li> </ul>

- 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: *Skills and knowledge required in this position*

**Essential**

- Previous experience in managing and leading a team to success.
- Exceptional demonstrated customer focus.
- Outstanding written, verbal, influential, and active listening communication skills.
- Naturally curious with excellent negotiation and self-management skills.
- Resilient with the ability to work under pressure and well experienced with delivering to tight deadlines.
- Proactive in using initiative and able to “think big” and bring relevant new ideas for the benefit of the organisation.

**Desirable**

- Lending experience within a financial institution or the banking industry.
- Appropriate knowledge of lending and collections functions, procedures, and legislation.