

<b>Position title</b>	<b>Team Manager Consumer Processing</b>
<b>Division</b>	Consumer Processing
<b>Department</b>	Third Party Discharges & Consents - Servicing, Experience & Account Support
<b>Direct Reports</b>	12 approx.

### Our culture and values

We have a clear strategy and important work in place to become Australia's bank of choice.

Our values of **teamwork, integrity, performance, engagement, leadership, and passion** are at the core of who we are and form the expectation of the behaviours we adopt every day.

We strive to have a culture that drives balanced outcomes; is open and informed for disciplined execution; that celebrates and recognises success; and where the sum is greater than its parts. To achieve this, we focus on four critical behaviours: **act commercially; move fast to help customers achieve their goals; recognise people for their impact; and actively challenge the status quo.**

Together, we're creating a culture we can continue to be proud of; one that will help us reach new heights.

### ROLE PROFILE

#### Your division, your team

Bendigo and Adelaide Bank's strategy is built on our vision of being Australia's leading customer connected banking group.

The Consumer Processing department contributes towards this vision by developing and executing strategies which will deliver our products and services to our customers in an efficient and cost-effective manner. A culture of operational excellence underpins this, with the delivery of highly efficient and robust operational platform impacting the experience of our customers and partners, which in turn delivers the customer value proposition.

Success will come from effective execution of a broad set of key result areas.

#### The purpose of your role

The Team Manager's key responsibilities and accountabilities relate to:

- Providing effective leadership to their team, ensuring team members are engaged, have a motivating work environment, perform to the required standard, and constantly provide customer focused, cost effective and quality operational support to the Group's customers, partners and other departments.
- In line with our ActiveOps framework, the preparation of weekly workload and resourcing plan forecasts and attendance at departmental weekly planning cycle meetings to discuss with Senior Manager and other Team Managers.
- Managing and prioritising workflow to ensure service levels are achieved and urgent cases escalated.
- Building and maintaining effective relationships with direct reports, customers and partners.
- Achieving financial and business objectives by effectively managing resources; maintaining appropriate skill levels; and ensuring the team has simple processes, adequate controls to ensure legislative and regulatory compliance with a quality "get it right the first time" focus, resulting in the delivery of market competitive and customer focused turnaround times and outcomes.

Success will come from the effective execution of a broad set of key result areas.

## Your core relationships

The role reports to the Senior Manager with approx. 12 direct reports.

The Team Manager is responsible for the following relationships:

- People leadership encompassing direct reports
- Business Unit Leaders and their leadership teams

Other internal and external key stakeholders include but are not limited to:

**Internal:** Bank's Local Connection Network, Consumer Connection, Consumer Processing Teams, Risk & Compliance.

**External:** Existing customers, solicitors, valuers, partners, and government bodies.

## What you're accountable for

<b>Customer &amp; Partner Relationships</b>	<ul style="list-style-type: none"> <li>• Build and maintain productive relationships with internal and external stakeholders, to effectively explore alternatives and positions to reach outcomes that gain the support and acceptance of all parties to help achieve business goals.</li> <li>• Understand customer and stakeholder objectives and drive high quality outcomes with minimal business impact to the satisfaction of stakeholders.</li> </ul>
<b>Leadership &amp; People</b>	<ul style="list-style-type: none"> <li>• Generate a culture of operational excellence, through holding self and direct reports accountable, to achieve set individual daily / monthly productivity targets or measurements for transaction processing activities.</li> <li>• Connect with team to guide, empower, and inspire commitment to achieving team goals.</li> <li>• Develop others by sharing feedback on performance on a regular basis to allow them to grow.</li> <li>• Quickly diagnose and address any underperformance within the team, through effective performance management techniques.</li> <li>• Grow knowledge of direct reports and create opportunities for them to apply learning to become fully competent in being able to process multiple tasks across the team , as required, to effectively contribute towards a multi-skilled team capability to maximise workflow management efficiency.</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• Set and maintain a high standard of service delivery by team members and constantly monitor the team performance and reorganise resources to meet agreed service level standards and targets.</li> <li>• Manage workflow to ensure that internal and external service standards, and performance benchmarks relevant to the team functions are achieved.</li> <li>• Encourage team members to cross skill within the team and/or to volunteer to cross skill within other teams and provide/arrange coaching and training to develop and improve skill level across all staff within the team.</li> <li>• Collaborate with other Team Managers to support the wider Consumer Processing teams in providing resource assistance in need to enable a consistent service to be provided to our customers and stakeholders.</li> </ul>
<b>Quality &amp; Innovation</b>	<ul style="list-style-type: none"> <li>• Establish and maintain quality assurance measures for all aspects of the team's functions ensuring that error rates are within agreed tolerances and appropriate controls are implemented and continue so that no repeat Operational Risk Events occur in the business.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure procedures, checklists, workflows, and processes are regularly reviewed and in line with best practice.</li> <li>• Constructively challenge the status quo to seek to improve processes, and drive any potential improvements, that assist to either streamline processes or help mitigate against possible future operational risk events.</li> <li>•</li> </ul>
<b>Risk &amp; compliance</b>	<ul style="list-style-type: none"> <li>• All personal and direct reports' mandatory risk training is completed by the due date.</li> <li>• Ensure self, and direct reports, operate within personal approved transactional limits (with no breaches of those limits) without authorisation from the appropriate oversight body.</li> <li>• Ensure self, and direct reports', accrued leave balances are maintained within the bank's leave policy at all times.</li> <li>• Report any concerns, loss events or incidents of non-compliance to your BURA/Line Manager.</li> <li>• Act in accordance with all relevant bank policies at all times, and appropriately manage any instances of direct reports who have not complied with relevant policies.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Effectively communicate in an engaging and actively listening manner with all related parties both internal and external to deliver best outcomes for the customer.</li> <li>• Move fast for our customers to take appropriate timely action to provide resolution to phone calls and written enquiries received from both internal and external sources.</li> </ul>

### Your knowledge, skills, and experience

<b>Knowledge &amp; skills</b>	<ul style="list-style-type: none"> <li>• Experienced leadership experience desirable, and a proven ability to capably lead a team remotely.</li> <li>• Proven ability to facilitate their team members' training and individual development needs.</li> <li>• Sound coaching skills.</li> <li>• Ability to achieve objectives with and through others, delegating appropriate tasks and empowering team members.</li> <li>• Highly developed time management skills, ability to prioritise work, meet deadlines and perform under pressure.</li> <li>• Advanced interpersonal communication skills - influencing, relationship building and customer service experience, together with strong listening, verbal, and written communication skills.</li> <li>• Proactive, innovative, and prepared to go the extra mile to deliver exceptional customer service.</li> </ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"> <li>• Proven experience in leading an efficient and effective high volume and service level driven processing team is highly desirable.</li> <li>• Proven experience in Active Ops/Workware planning and understanding of methodologies is highly desirable.</li> <li>• Proven experience of a wide variety of lending functions, processes and systems preferred.</li> <li>• Microsoft experience: Outlook, Word, Excel - intermediate level preferred.</li> <li>• Experience with Banking platforms RFS, BDS, LINX, Doxgate, BPM/PSP or similar systems preferred.</li> </ul>

### Your qualifications and certifications

Certificate IV in Frontline Management (desirable).

### Risk responsibility

Ensure all work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and identify and report instances of non-compliance appropriately.

## CAPABILITY PROFILE

### Key people capabilities

<b>Relationships</b>	<b>Results Focus</b>
<b>Grow Others</b>	<b>Execution</b>

### People capability profile

<b>Relationships</b> Builds and maintains productive relationships with trust and integrity. Works collaboratively and is open to the perspectives of others.	<b>Results Focus</b> Sets and manages relevant goals. Is mindful of and responds to the business environment. Asks for help and reviews for learning.	<b>Grow Self</b> Grows knowledge, is curious and proactively applies learning. Builds resilience and is mindful of impact on others.	<b>Role Expertise</b> Maintains role-specific standards and applies knowledge, skills and experience on-the-job.
<b>Advanced</b>	<b>advanced</b>	<b>Advanced</b>	<b>Intermediate</b>
<b>Communication</b> Effectively expresses thoughts, ideas and information. Actively listens and adapts communication style. Engages, influences and connects to our purpose to tell our story.	<b>Execution</b> Makes well-considered decisions, plans, and delivers quality outcomes. Problem solves and acts with integrity. Holds self and others accountable.	<b>Grow Others</b> Develops others by sharing feedback, recognising, and celebrating outcomes. Connects with others to guide, empower, and inspire.	<b>Customer Focus</b> Identifies customer goals, makes relevant recommendations and takes appropriate timely action. Collaborates across the business to deliver best outcomes for the customer.
<b>Intermediate</b>	<b>Advanced</b>	<b>Intermediate</b>	<b>Intermediate</b>
<b>Partnering</b> Acts with intent to build sustainable partnerships with customers, community and stakeholders to deliver shared value and achieve business outcomes.	<b>Innovation</b> Constructively challenges the status quo and offers alternatives. Seeks to improve ways of working and is open to new ideas and experiences.	<b>Future Ready</b> Exchanges and respectfully challenges perspectives and approaches. Anticipates, embraces and promotes change to achieve our vision for today and tomorrow.	<b>Commerciality</b> Applies understanding of finance, risk, people and customer for decision-making to deliver business sustainability. Takes appropriate risks and acts in the best interest of the Bank.
<b>Intermediate</b>	<b>Intermediate</b>	<b>Intermediate</b>	<b>Intermediate</b>

### Role motivators

<b>Achievement</b>	Gaining a sense of achievement, closure, seeing something through to completion; working towards attainable goals
<b>Challenge</b>	Performing mentally stimulating work, solving complex and/or unfamiliar problems, stretching self intellectually.
<b>Leading Others</b>	Working to improve and advance the skills, knowledge, and performance of others.