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| Role Information |  | | |
| **Role Title:** | Operations Delivery Manager | | |
| **Function:** | Customer Platforms | **Area** | Enter Area |
| **Pay Band:** | Fixed Salary 5 | **Location** | Various |
| **Leader level:** | Team member | | |
| **Role Reports to (role title):** | Manager Operational Delivery | | |
| **Direct Reports (role titles):** | None | | |

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| Team Member Accountabilities |
| **To be achieved by all Team Members** |
| * Understands how to contribute to team, business and group priorities and drives priorities with a sense of purpose. * Collaborates across and within teams and build strong relationships with customers to match the right solution to each customer’s needs – placing the customer at the heart of decisions. * Knows and clarifies what’s expected, taking accountability to resolve problems and set high personal standards to deliver timely results in a changing environment. * Builds strong relationships, works effectively in diverse and flexible teams, takes ownership for learning and development and takes action to enhance own and others’ safety and wellbeing. * Keeps things simple while driving innovation, removing blockages and anticipates and adapts to changing market and business challenges. * Manages the quality of own data input and proactively helps identify risks and issues. * Role model the Suncorp Our Compass Behaviours and Code of Conduct. |

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| **Prepared by:**  *(Name & position)* | Joanne Wright  Operations Manager | **Date:** | 2/06/2016 |
| **Approved by:**  *(Name & position)* | Kathryn Eisenreich  EM Sales & Service Operations | **Date:** | 10/06/2016 |

Role Specification

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| **Objective of the Role** |
| Work as part of a centralised Operations team for Stores or Speciality regional management to ensure:   * Smooth site operations including compliance, continuous improvement, customer experience and resource management * Effective implementation of operational changes across regional Stores or Speciality frontline teams * Regions are well positioned to meet customer demand * Participate/lead on Operations projects working across operational teams as required |
| **Key Accountabilities** |
| **Customer/Service**   * Provide a centralised support service to Regional Management across Stores or Speciality * Provide ad-hoc support to unplanned operational issues which may arise * Coordinate training activities across the region aligned to your role * Support regional event management activities in line with annual business plans * Support administration of regional property and asset requirements   **Risk and Compliance**   * Support, educate and demonstrate a risk management culture in line with Suncorp’s values * Proactive identification, management and escalation of risks and issues related to role responsibilities * Comply with Suncorp’s complaint resolution process to resolve issues, maintain our high service standards and mitigate further risks/losses. * Accountable for maintaining high data quality standards by ensuring information captured in relevant systems and documentation are correct and maintained in a timely manner * Accountable for operating responsibly within the parameters of your approved delegations * Lead by example and ‘Inspect what you expect’ by coaching risk culture behaviours & standards * Collate and provide regional feedback and continuous improvement suggestions to product, process and risk areas on key issues. * Ensure sound Risk Management principles and systems are in place, identify risks, implement remedial actions and monitor outcomes * Support Regional Managers to meet audit and compliance objectives, corporate policies and procedures, as well as complying with industry code of practice and legislative requirements within the region.   **People**   * Manage resources required to maintain customer service levels within the regions the role is assigned to * Provide support to ensure all L&D requirements for all roles across the region are compliant, up-to-date and accurately recorded within relevant systems |
| **Key Stakeholder Relationships** |
| **Internal Relationships**   * + Develop and maintain relationships across Stores & Speciality to ensure effective support and service delivery, including; Operational peers, Regional Managers and frontline staff   + Credit and risk specialists   + L&D   **External Relationships**   * Develop and maintain relationships with community and business contacts as appropriate to your role, to maximise financial services opportunities. |

Person Specification

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| **Key job requirements** |
| **Qualifications**   * Significant experience (5 years+) in retail lending with credit skills sufficient to competently exercise a DCA-4 would be beneficial (but not mandatory)   **Experience** (minimum type and level of experience required to perform the role)   * Proven track record of delivering excellent levels of customer service through an operational function * A high level of commercial acumen * Be able to identify opportunities for efficiency, cost reduction and continuous improvement |
| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * General business skills such as negotiation, strong organizational skills, problem solving and fact based decision making * Working knowledge of the principles, practices and concepts relating to operational risk and the Group Operational Risk Management Framework * Ability to perform a wide variety of tasks and multi-task efficiently and excels in working in a fast paced environment * Excellent written and verbal communication skills |