|  |  |
| --- | --- |
| 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 |

|  |
| --- |
| 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.
 |

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

Role Specification

|  |
| --- |
| **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

|  |
| --- |
| **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
 |