**Position Description**

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| **Date of Update:**  | **January 2019** |
| **Position Title:**  | **Quality Assurance Manager** |
| **Division:**  | **Business Customer** |
| **Team:**  | **Business Banking Enablement** |
| **Location:**  | **Adelaide or Bendigo**  |
| **Reports to Position:**  | **Team Manager Data Quality** |
| **Direct Reports:**  | **Nil** |
| **Indirect Reports** | **Nil**  |

# **Organisational and Position Overview**

**Business Banking help customers write their own amazing stories. We provide our customers with a relationship with an expert banker who is connected and understands their needs. We do this by enabling our people to the best they can be.**

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| **Part A: Job Specification** |

**Job Purpose**

The Data Quality team will be responsible for ensuring that the Business Customer Middle Office team deliver an appropriate service level to the Business Customer staff and their customers. This will include financial spreading, letter of offer preparation, data entry, quality assurance and administration to allow growth in the Business Customer segment and ensure sound risk management practices.

 The Quality Assurance Manager will be responsible for:

* Sample checking of data quality of the Middle Office team prior to this being released to the frontline to ensure accuracy of key activities and immediate coaching to staff with regards to errors identified. As well as doing sample checks on the analyst team they will also be checking the Team leaders (checkers) to ensure consistency across the team.
* Reporting findings of reviews and remediation actions undertaken to Manager Business Customer Experience and Head of Business Banking Enablement reviews conducted.
* Generate a circle of continuous improvement through sharing best practice.

Coaching and support will be provided in the end to end lending processes including:

* Financial Spreading
* Letter of Offer preperation
* Data entry
* Quality Assurance
* General Administration

# **Reporting & Relationships**

Position will report to [Head of Business Customer Experience/Head of Business Banking Enablement].

Relationships:

* Middle Office team members
* Business Customer teams
* Credit risk
* Loan services
* Group Legal
* External Legal Panel

# **Key Accountabilities**

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| **Key Result Area** | **Accountability** |
| **Coaching** | * Based on findings from quality assurance work, conduct 1:1 coaching with staff relating specifically to issues identified.
* Working with Middle Office Team Leaders & Team Manager Data Quality provide including recommendations for training and performance improvement.
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| **Leadership** | * Assist the Team Manager Data Quality to create a high-performance teams and culture Provide coaching and support to assist with improved career development for the Middle Office team.
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| **Business Delivery Performance**  | * Maintain work practices in line with business unit expectations to ensure a high level of efficiency and customer experience is achieved.
* Actively contribute to a culture of continuous improvement, by learning and sharing knowledge across the team and connected departments.
* Work to maintain data quality of the highest standard.
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| **Planning and Organising** | * Working with the team, contribute to timely completion of tasks and preparation of documents by the team in line with stakeholder delivery expectations.
* Adopt a strong and planned approach to organising and managing workloads and outcomes.
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| **Team Work**  | * Be a role model for teamwork across Business Banking Enablement.
* Share information across Business Customer to support goals and strategy.
* Build and maintain effective relationships with key stakeholders.
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| **Risk** | * Ensure financial spreads are accurate to support the risk rating process.
* Ensure that the letters of offer are legally enforceable and that all conditions, pricing terms etc are included accurately.
* Checking to ensure arrears management and excess management are actioned in line with Bank Policy and Procedures.
* Promptly raise any issues of non-compliance that are identified.
* All personal Operational Risk training completed by the due date.
* Operate within approved limits (with no breaches of those limits) without authorisation from the appropriate oversight body, for the policies of:
* Consecutive Annual Leave
* Group Authorities Register
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| Values | * Demonstrate consistent behaviour in accordance with the Bendigo and Adelaide Bank Values of Teamwork, Integrity, Performance, Engagement, Leadership and Passion.
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| **Part B: Person Specification (Minimum Requirements)** |

# **Qualifications, Knowledge & Experience**

# **Qualifications & Experience**

* Tertiary qualification in business discipline preferred.
* Process improvement experience
* Success relationship management with remote stakeholders
* Customer focus and exceptional customer service skills
* Knowledge of bank systems and products
* Knowledge of the end to end lending process, including credit assessment principles
* A strong general knowledge of Banking, challenges and solutions

# **Skills, knowledge and abilities:**

* Ability to mentor and coach staff in a positive manner.
* Excellent communication and relationship building skills.
* Proactive, innovative and prepared to go the extra mile to deliver exceptional customer service.
* Energetic, enthusiastic and co-operative.
* Demonstrated ability to work within tight timeframes.
* Ability to prioritise, monitor and organise workflows.
* High level of literacy and numeracy skills.
* Highly accurate approach with strong attention to detail.

# **Technical & Business Skills**

* Problem solving skills
* Customer focussed with the ability to embed a seamless and positive customer experience
* Proven negotiation skills with a win-win approach
* 5 – 7 Years financial services experience across wholesale credit and lending.
* Extensive knowledge and understanding of banking products and services
* Sound understanding of Business Banking processes and policies

# **Organisation Chart**

**Head of Business Banking Enablement**

**Business Operations Manager**

Team Leaders x 4

Team Manager Data Quality

Quality Assurance Manager x 2

Quality Assurance Officer x3

Business Support Officers

Business Support Analysts

X30