

Position title	Community Banking Operations & Advisory Manager
Division	Consumer - Retail Banking
Department	Community Banking
Direct Reports	Yes

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

Our Customers are at the forefront of everything we do: their voice will guide our decisions, actions, and priorities in building channel specific distribution strategies and unique service propositions in the market however they choose to deal with us. We add value in every interaction or touch point.

To successfully achieve our vision of being Australia's most customer connected bank we focus on our five key pillars – People First, Customer Engagement, Community, Operational Excellence and Future Network. Underpinning all our interactions and strong customer commitment are our values, determining how we behave with each other, our customers and our partners.

The Community Banking team will lead and champion the development and the success of the **Community Bank** shared value business model. In addition, the team will focus on drawing insights from the Community Bank Network that will help inform and feed into strategies that support its point of difference in the Community. This will be achieved by identifying and implementing key recommendations and initiatives which underpin the continued success of the **Community Bank** model.

The purpose of your role

The Community Bank Operations & Advisory Manager will provide leadership and expertise to oversee the management of the Advisory team, ensuring the team are productive and efficient in planning and executing work, creating efficient workflows and processes, and assigning resources to meet the service needs and query resolution of the Community Banking network.

The role is responsible for enabling this team to consistently outperform, ensuring best practise in delivering exceptional customer service, demonstrating behaviours and resolution of matters with the Community Bank Partners and Directors in mind, responsible for establishing and maintaining effective working relationships, high levels of trust and respect with the Community Banking network.

The Community Bank Operations & Advisory Manager position provides leadership and development of the Advisory team demonstrating rigorous logic and methods to solve difficult problems with effective solutions for queries raised by the Community Banking network. The role is responsible for identifying synergy and integration opportunities, combining tasks into efficient work flows, simplifying complex

processes and organising the team to deliver to the operational requirements for the Community Banking network.

The role is accountable for contributing to the design of procedures, operational best practices, and process improvement initiatives, which support and enhance both the Community Banking network performance and the bank. The role is accountable for the delivery of reporting requirements to operational risk and compliance metrics for the Community Banking network.

Your core relationships

Head of Community Banking
Community Bank Partners – Chairs and Boards
Senior Manager Operations – Community Banking
Community Bank Directors
Community Banking department

What you're accountable for

Community Banking Operations

- Lead, address and solve all operational requirements for the Community Network in a timely manner and look to automate and provide permanent continuous improvement solutions
- Understand and consider operational delivery implications to the network and influence best practice
- Deliver operations support to the Community Banking network, taking into consideration delivery implications and best practice
- Ensure all staff and directors have completed their mandatory training within the allocated timeframe
- Manage and assist the Community Banking budget process including distribution, communication, and documentation
- Manage and lead the update of internal policy and procedures
- Assist with the annual compilation of the Community bank network data and update of the Community Bank Prospectus pro-forma
- Manage and assist all revenue share issues and changes such as product changes, commission amendments and work with the Legal and Governance team in relation to Franchise agreement changes

Community Banking Network Support	<ul style="list-style-type: none"> • Lead the Community Banking Advisory team to support the director network with broad support and enquiries, ensuring that prompt responses and expectations are within agreed timeframes • Problem solves escalated complaints and network issues raised through the Community Advisory team as required • Guide the annual process to ensure timeframes are achieved to allow forecasting of network performance • Actively work with key stakeholders to address key risks and issues that lead the implementation of compliance and regulatory requirements as needed • Actively support the annual report process for the Community Bank network • Oversee the monitoring and updating of all policy, procedures and SharePoint pages to remain current with a rigorous version control in place • Identify and lead the team on automation and process improvement initiatives to better support the Community Bank network and create a culture of self service • Support the Community Banking team in the delivery of business unit and Retail based initiatives
Leadership	<ul style="list-style-type: none"> • Provide leadership, including developing, managing, and engaging the Advisory team, driving a strong performance culture, focusing on the success of Community Banking network • Promote a culture of continuous improvement, championing professional standards • Provide the leadership & point of escalation to the Community Banking Advisory team
Collaboration	<ul style="list-style-type: none"> • Working effectively and cooperatively with others to deliver on organisational outcomes • Build and maintain effective relationships with Boards, internal and external stakeholders to ensure successful outcomes are achieved in line with deliverables • Work as directed by the Head of to business priorities • Facilitate Network wide sharing of best practice
Risk and Compliance	<ul style="list-style-type: none"> • On-going support to the Community Banking team and director network through improved awareness, and accountability to potential risk events. • Solve and/or escalate risks for immediate attention and solutions with all issues related to Community Banking Operations. • Operating within the Groups Risk Framework. • All operational risk training is up to date for all staff. • Work with stakeholders to ensure regulatory and compliance requirements are met.

Values	<ul style="list-style-type: none"> • Demonstrate consistent behaviour in accordance with the Bendigo and Adelaide Bank Values of Teamwork, Integrity, Performance, Engagement, Leadership and Passion.
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Your knowledge, skills and experience

Knowledge & skills	<ul style="list-style-type: none"> • Business experience gained working within a Franchise business • Business experience gained within the Banking, Finance or Accounting industry is desirable but not essential • Able to demonstrate understanding of working within a legal and regulatory environment • Background in analytical skills with an ability to translate into insights and action • Demonstrated experience in process improvement and change management • Able to demonstrate exceptional track record of effective operating skills (Timely Decision Making, Priority Setting, Organised, Planning, Informing, Managing and Measuring Work) • Ability to demonstrate advanced skills in conflict management, managerial courage, and drive for results • Ability to demonstrate effective communication skills • Advanced knowledge of MS Excel, SharePoint and Power Automate is desirable
Relevant experience	<ul style="list-style-type: none"> • 5 years plus Franchise experience • Sound knowledge of general banking practices • Understanding of the channels and markets the Bank operates in • Advantage having experience working within the Community Bank network •

Your qualifications and certifications

Tertiary qualifications in finance, economics, accounting, or business strongly desirable or relevant Business experience.

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 to appropriately.

CAPABILITY PROFILE

Key people capabilities

Result Focus	Execution
Grow Others	Communication

People capability profile

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

Role motivators

Motivator	Achiever
Motivator	Expertise
Motivator	Impact