

Position Description

Operations Team Leader

Location:	Sydney - NSW, Perth – WA, Manila - Philippines
Reports to:	Head of Operations
Approved by:	Majid Muhammad, Chief Information Officer & Rima Eastwood, Head of Operations
Date of Approval:	January 2024
Reporting:	<p>The position will work closely with:</p> <ul style="list-style-type: none"> • Head of Service Optimisation • Service Optimisation team • General Manager Philippines (Philippines based roles) • Internal and external stakeholders
Direct Reports:	<ul style="list-style-type: none"> • Senior Customer Service Consultant • Customer Service Consultants
Purpose of Position:	<p>Contribute to the achievement of Resimac Vision by managing a team to deliver an experience that is the reason customers choose and stay with Resimac by fulfilling the following:</p> <ul style="list-style-type: none"> • Manage and motivate a team to optimise performance and achieve business objectives and targets. • Coach individuals to highlight and address development needs. • Monitor and evaluate individual performance and apply effective corrective measures. • Coordinate and manage operations activities to meet business goals.
Decision Making: (including freedoms and constraints)	Refer to the Board Approved Delegations of Authority Policy.
Principal Accountabilities:	<ul style="list-style-type: none"> • Manage and coordinate end-to-end Customer Service and Loan Administration activities for new and existing Resimac clients. • Set clear expectations, goals, and performance targets for the team, and ensure they are equipped with the necessary skills and knowledge to achieve them. • Coach, mentor, and develop team members, fostering their professional growth and maximising their potential. • Directly engage with customers and resolve escalations and complaints as required. • Ensure that team customer data, interactions and request types are updated and maintained accurately and completely. • Ensure the team delivers outstanding customer service in alignment with Resimac Customer Experience principles. • Deliver services in accordance with Quality Management Framework including meet quality and compliance criteria, actively participate in feedback and coaching sessions, develop capability to close skills gaps and raise skills challenges with line managers. • Assist in the identification, analysis and escalation of complaints, breaches, fraud and risks. • Meet and exceed Key Performance Indicators (KPIs) and targets. • Identify areas for continuous improvement across Operations and collaborate with relevant stakeholders to implement solutions.

	<ul style="list-style-type: none"> • Comply with all industry regulations and company policies and procedures including Occupational Health and Safety and Equal Employment Opportunity. • Stay updated on product knowledge, industry trends and best practices in customer service to enhance expertise and performance. • Participate as part of a team and develop and maintain a positive working environment. • Embrace Resimac Vision, Purpose and Values and bring them to life. • Other duties as directed by Operations Leadership.
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KNOWLEDGE, SKILLS & EXPERIENCE:

Knowledge:	<ul style="list-style-type: none"> • Planning and Organising: prioritising work activities, completing a variety of tasks within short timelines, meeting deadlines, following up on commitments in a timely manner, establishing a course of action for self and team to ensure work is completed efficiently. • Strong understanding of customer drivers and how to successfully engage with and influence dissatisfied and at-risk customers. • Sound knowledge and understanding of mortgage processing procedures. • Knowledge of mortgage lending processes and credit policy (desirable). • Broad understanding of the financial services industry including non-banking, mortgage broking and mortgage management sectors. • Familiarity with the National Consumer Credit Protection (NCCP) Act and Privacy Act.
Experience:	<ul style="list-style-type: none"> • Minimum 2 - 3 years' relevant mortgage or financial services industry experience. • People management experience (highly regarded).
Attributes:	<ul style="list-style-type: none"> • Excellent verbal and written communication skills, including active listening. • Very high level of accuracy and attention to detail. • Well-developed analytical thinking and problem-solving capability. • Very competent computer literacy including Word, Excel, Outlook and CRM systems. <p>Vision & Direction:</p> <ul style="list-style-type: none"> • Set clear performance expectations for the team, including clear measures and goals aligned to the strategy. • Demonstrate confidence in the vision and direction of the operation and Inspires others to align with the vision. • Role model the values of the organisation. • Embrace the experience perspectives and skills of others. • Performance culture mindset. <p>Coaching & Inspiring:</p> <ul style="list-style-type: none"> • Lean in and build capability motivating teams to achieve their goals and perform at a high level. • Adapt coaching styles to the situation. • Help people to build personal resilience and embrace change. • Address performance issues in a timely manner and provide clear course correction for team members. • Catch people doing the right thing. <p>Adaptability & Communication:</p>

	<ul style="list-style-type: none"> • Lead the team through changes and support team members in adapting to new ways of working. • Demonstrate resilience with evolving priorities. • Share the big picture and explain the “why”. • Active listener seeking to understand different perspectives. • Uses constructive language and addresses concerns with compassion. <p>Relationship Building:</p> <ul style="list-style-type: none"> • Engage in a positive way with all team members, peers and stakeholders. • Foster a culture of collaboration. • Empower team members to perform at their best. • Actively seek diverse perspectives and is open to unconventional solutions. • Has a focus on own professional development and seeks feedback. <p>Decision Making and Problem Solving:</p> <ul style="list-style-type: none"> • Understand up and down stream impacts. • Rely on facts, figures and insights to guide choices, fostering an evidence-based decision-making culture. • Consider Regulatory and Compliance implications. • Consider Customers, Business and Employee experience when making changes. • Take responsibility for their decisions, and encourage a culture where mistakes are seen as valuable lessons. <p>Innovation & Delivery:</p> <ul style="list-style-type: none"> • Identify opportunities and work to provide solutions that are aligned to the strategy. • Encourage experimentation and understand that not all ideas will succeed. • Clear understanding of return on investment and benefit realisation. • Embed improvements while still maintaining business as usual disciplines. • Finish what you start and complete embedding of improvement or solution.
Qualifications:	<ul style="list-style-type: none"> • Certificate IV in Finance & Mortgage Broking (desirable).