



It's **your** bank, it's **your** career

Member
Service

Continuous
Improvement

Teamwork

Performance

Integrity

Team Leader - Lending

- **Values-driven, customer-owned bank**
- **Broad scope with room to develop your career**
- **Small team, collaborative culture (Sydney CBD base)**
- **Permanent, full-time**

Your Organisation

Come and join a collaborative and supportive team that works with purpose to empower its customers to be confident about their financial future.

Established in 1959, G&C Mutual Bank has grown to be one of Australia's strongest customer-owned banks. Customer focussed and values-driven, we make responsible, ethical decisions that benefit our customers and the community. Our profits are reinvested to provide better products and services for our customers.

If that ethos resonates with you, we'd like to hear from you. Experience the G&C Mutual Bank difference – It's your bank, because you own it.

Your Opportunity

We are currently recruiting for a Team Leader – Loans, to join our Member Service Team. You will be responsible for leading a professional and collaborative culture which delivers efficient and effective service to current and prospective members. Your role will be to ensure accurate and timely processing of loan applications and member requests received through phone enquiries and digital channels. You will be required to drive individual and team performance to ensure sales targets are achieved.

Key aspects of the role include:

- Managing the end-to-end member experience for loan products (application to settlement).
- Preparing performance reports and metrics, and monitor sales and other KPI metrics.
- Prepare monthly Board Reporting on Lending results.
- Managing our National Housing Finance and Investment Corporation (NHFIC) process, enquiries and ongoing reporting requirements.
- Developing and implementing a retention process to build further business and upskill the team.
- Assisting with complex account-related requests, escalations and complaints.

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- Quality assurance through regular call monitoring and oversight of loan applications.
- Coaching, training and upskilling team members to ensure quality, performance and service levels are maintained.
- Ability to manage a remote team across a number of locations.
- Maintaining and communicating procedures to the team and sharing updates on policy and product changes.

Your Profile

We're looking for someone who has:

- Demonstrated previous Banking leadership experience with the ability to lead and motivate teams to meet service level standards and lending key performance indicators.
- Previous loan assessment experience and the ability to exercise sound judgement to make decisions within defined policies and procedures.
- Strong attention to detail, analytical and problem-solving skills.
- Ability to provide clear instructions, guidance, coaching and development to team members.
- Effective communication skills (verbal and written) with the ability to liaise with internal and external stakeholders at all levels.
- A high level of computer literacy skills with the ability to use and navigate Microsoft programs at an intermediate level.

What you need to do now

A skills assessment will form part of the selection process, and will evaluate your abilities with KPI performance tracking and reporting, staff coaching and written communication skills.

Your Benefits

We value our employees by providing a range of benefits which you can read about on our [website](#).

We've built a team that values service, teamwork and integrity, to go above and beyond for our members. We have a focus on performance and continuous improvement and work collaboratively to get it right. As a member of the Diversity Council of Australia, we recognise the benefits that diversity brings to our organisation. We strive toward a collaborative culture that capitalises on the diverse skills, backgrounds and experiences of our employees.

To express your interest in this position, please send your application to careers@gcmutual.bank.

Find out more about us at www.gcmutual.bank, and view our Privacy Policy [here](#).

Only shortlisted candidates who meet the above criteria will be contacted.

We're ready to help you

1300 364 400 | www.gcmutual.bank

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