

Position Description: Manager Credit Management

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| Position | Manager Credit Management (Central) |
| Incumbent | |
| Reports to | General Manager Lending |
| Date | |

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| <p>Reporting Positions: Team Leaders (x3) Lending Executives – Credit Management (x6)</p> <p>Purpose: This position primarily has responsibility for the effective ongoing management and control of the HAF’s loan portfolio (i.e. Those loans without arrears and those with arrears of principal and interest repayments up to 60 days.) Such loans would normally be “risk classified” as A, B, and C1.</p> <p>Its purpose is to support HAF’s business objectives by ensuring that loans previously approved remain productive and safe. Emphasis will be on maximising customer value and profitability.</p> <p>The incumbent leads, coaches and manages a team of Credit Officers, each of whom are responsible for proactive ongoing review of a predetermined set of loans Each such loan must be reviewed regularly, normally annually, in the light of financial and other information available to support the contention that cash flow remains sufficient to service all borrowings, both as to principal and interest for the ensuing period Manager Credit Management and his/her staff are responsible to detect early warning signs of loans developing adverse trends and to take action to ensure such loans are returned to an acceptable basis as soon as possible.</p> <p>This area of HAF’s lending operations:</p> <ul style="list-style-type: none"> ■ handles loan change requests, term extensions, interest only loans ■ resolves mortgage operations failures and complaints ■ answers specific loan enquiries ■ attends to pricing and interest rate discretions <p>Some Credit Discretion is held for extending loan terms.</p> <p>In fulfilling this position, the incumbent will need to demonstrate strong creative leadership and excellent credit management skills.</p> |
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Accountabilities:

The Jobholder has the following accountabilities:

1.
 - Ensures Credit Management team members safeguard the quality of HAF's portfolio by:
 - Making correct assessments of risk classes to apply
 - Making sound credit assessments in connection with ongoing renewal of loan arrangements based on up to date and proven financial data; the assignment to HAF of correctly executed and appropriate security; realistic and sensible valuations of such security; and customer integrity
 - Adhering to HAF policy; credit and legal, and acting within discretions
 - Negotiating and structuring loan rearrangements (if required) acceptable to both the customer and the HAF
 - Conducting regular reviews as required
 - Identifying and proactively monitoring adverse trends and taking appropriate and timely corrective action
 - Minimising possible losses by timely reporting to General Manager Lending and Manager Credit Recovery of customers in financial difficulty
 - Cross-selling only if appropriate to increase profit, without increasing risk.
 - Undertaking hind sighting in a prompt and effective manner
2.
 - Maximises profitability for HAF by:
 - Influencing customer behaviour through pricing
 - Ensuring all appropriate fees and charges are applied, within discretions and current guidelines
3.
 - Ensures customer satisfaction while managing improvement in HAF profitability by:
 - ensuring quality service appropriate to the value of the relationship is provided ensuring customer service level expectations are exceeded by providing quality, timely and precise responses to customer queries
 - ensuring profitable business is retained
4.
 - Ensures the smooth and efficient operation of the Credit Management division by:
 - meeting all compliance requirements outlined in HAF policy
 - redesigning internal processes, work aids, flow charts and lending documentation with an ever increasing focus on standardisation and efficiency
5.
 - Develops the Credit Management team and meets agreed staff satisfaction and performance levels by:
 - Promoting and implementing team objectives and development strategies that are in line with the strategic direction of HAF
 - Clearly communicating the roles, responsibilities and expectations of direct reports
 - Providing regular and timely feedback on performance issues to direct reports
 - Completing regular performance reviews for direct reports
 - Completing and regularly reviewing training plans for Credit Management staff

- Leading ,coaching, and motivating direct reports

Working Relationships:

Internal

Chief Executive Officer
General Manager Customer Relations
Managers Customer Relations - Central, Western and Northern
Manager Credit Recovery
Manager Corporate Governance

External

Customers
Customer advisers (accountants, solicitors, mortgage brokers etc.)
Industry and community leaders
Service groups

Major Challenges:

- Developing a high performing Credit Management team
- Maintaining a high quality customer base
- Understanding (and ensuring staff understand) the concept of pricing for risk and the profitability drivers of a relationship management structure - such as priorities, risk and reward, and time allocation
- Improving profit contribution
- Ensuring accounts presently classified A, B, and C1 risk do not deteriorate
- Improving portfolio quality and minimising losses
- Ensuring effective hindsight overview
- Ensuring continuous improvement in staff training and competence
- Exercising broad autonomy within guidelines and business acumen

Competencies, Experience and Qualifications:

The following competencies, experience and qualifications are required to do this job:

- A minimum of ten years' experience in an operational executive banking/finance/ credit assessment, control and/or recovery management position with a leading financial institution(s) in both Fiji and elsewhere
- A thorough knowledge of credit and risk management and demonstrated sound credit judgements
- An understanding of economic climate and how businesses operate
- A strong commitment to the concept of ongoing and improving portfolio credit quality built around the premise of obtaining verifiable client financial data to prove the ability to service borrowings from ongoing net cash flow over the projected term of any loan
- An ability to stand aside from local cultural pressures in the decision making process, such that declines of new or amended lending, where justified, can proceed without impediment
- An ability to take difficult decisions in the face of conflicting pressures
- Good understanding of HAF's credit policies, procedures and operational guides
- Good interpersonal skills
- Demonstrated risk assessment skills and knowledge of accounting and legal practices
- Good written and verbal presentation skills
- Demonstrated skills in regard to coaching and skills transfer
- Team orientated and willingness to train Approvals team staff
- Computer literacy and keyboard skills
- Tertiary qualifications in Banking/Finance/Accounting or Economics would be desirable