



POSITION DESCRIPTION

POSITION DETAILS	
Position Title:	Recoveries & Financial Assistance Officer
Position Number:	tbc
Classification Grade:	Grade 2 (a)
Portfolio:	OPERATIONS
Department:	RECOVERIES & FINANCIAL ASSISTANCE
Location:	Head Office Armidale or Port Macquarie/VARIOUS /Remote
Reports to:	Recoveries & Financial Assistance Team Leader
Direct reports:	0
Essential Requirements:	1. Requires a satisfactory National Police Check.

PORTFOLIO
<p>The Operations Division comprises business critical lending operations support areas through the Recoveries and Financial Assistance Team, which is responsible for the management of delinquent accounts and supporting our members through financial difficulties relating to hardship.</p> <p>Driving continuous improvement, the portfolio is responsible for the efficient and effective management through responsible and empathetic loss mitigation practises which allows the bank to deliver on its key strategic objectives.</p>

POSITION PURPOSE
<p>The Recoveries & Financial Assistance Officer is responsible for the management of delinquent accounts, negotiating payment arrangements, litigation actions, and assessing, recommending, and managing hardship matters. The role balances empathy for customers with a focus on minimising potential losses and working with customers with the aim of returning non-performing loans back to a performing status or assisting the customer throughout the debt recovery process while ensuring compliance with legislative requirements and upholding the bank's values.</p>

KEY RESPONSIBILITIES

Debt Management Performance (45%)	Success measures
<ul style="list-style-type: none"> • Manage non-performing loans through legal, hardship, and litigation processes with the aim to return customers to performing status through effective communication and handling of legal, hardship, and litigation processes. • Proactively manage and control both early day arrears (new accounts) and non-performing longer dated facilities > 90 days. • Identify and refer stressed accounts during the monitoring process, including provisioning guidelines and calculations, and accounts to be considered for write-off. • Monitor and manage overdrafts, overdrawn savings > \$100 and credit card portfolios for delinquency within approved measures. • Collaborate with the Team Leader to implement recovery strategies on matters within their individual portfolio • Provide timely and clear instructions to legal teams or external agents to proceed with litigation actions when necessary. 	<p>Percentage of non-performing loans returned to performing status</p> <p>Application processing metrics</p> <p>Leader and other stakeholder feedback</p>
Financial & Hardship Support (30%)	Success measures
<ul style="list-style-type: none"> • Provide tailored assistance for members requiring financial help under hardship, ensuring alignment with policies, and appropriate education on alternative solutions such as arrangements, litigation, and debt clearance. • Monitor and report on hardship matters and trends. • Ensure understanding and compliance with hardship regulations, timeframes and SLA's. • Act as a key subject matter expert, guiding and educating Customers, the branch network and lending stakeholders on hardship matters and processes. • Liaise with third-party providers to ensure timely escalation and resolution of hardship matters. 	<p>100% compliance with hardship process and key timeframes.</p> <p>Adherence to set SLA's</p> <p>Stakeholder and customer feedback</p>

Stakeholder and Team Support (15%)	Success measures
<ul style="list-style-type: none"> • Provide advice and support to branch networks and lending stakeholders on recovery actions, including hardship and litigation processes. • Proactively contribute to achievement of department and team objectives including an effective credit recovery framework, continual improvement of SLA's and efficiency in operational practices. • Liaise with third-party providers to ensure timely escalation and resolution of recovery matters. 	<p>Stakeholder feedback</p> <p>Measured efficiency gains</p> <p>Team Leader feedback</p>
Compliance and Regulatory Adherence (10%)	Success measures
<ul style="list-style-type: none"> • Maintain and report on non-performing credit facilities through watch lists and specific provisioning lists. • Ensure compliance with all relevant policies, procedures, and legislative requirements when managing cases including the referral of default facilities to credit registers. 	<p>Reporting requirements met</p> <p>Nil compliance breaches</p>

EXPECTATIONS
<p>Staff are required to read, understand, and follow all Regional Australia Bank policies, procedures, and reasonable direction, demonstrate a commitment to fostering a safe, respectful, and inclusive workplace and exhibit professional behaviours in accordance with Regional Australia Banks Code of Conduct.</p>

SELECTION CRITERIA
<ol style="list-style-type: none"> 1. Relevant qualification in financial services or related area with experience/knowledge gained in Lending, Legal or Collections related roles and/or equivalent level of related knowledge and experience. 2. Ability to communicate effectively across a broad range of stakeholders, including negotiating effective strategies with customers under financial stress, while maintaining professionalism, empathy, and high level of confidentiality. 3. Capacity to develop practical solutions and negotiate effective strategies with members facing arrears or hardship, while balancing member needs with bank objectives. 4. Ability to work collaboratively with others and across internal teams such as Legal, Compliance, and Customer, and manage relationships with external agencies as required. 5. Thorough understanding of relevant laws, regulations, and industry guidelines related to debt recovery, including privacy laws and consumer protection regulations, and risk management principles, with the ability to apply these effectively within a Recoveries context to ensure compliance and protect the bank's interests. 6. Proven ability to work autonomously, manage workloads efficiently and ensure timely resolution of cases while maintaining a high standard of quality.

7. Exhibit a strong attention to detail and a commitment to maintaining accuracy in all tasks, including data management, reporting, and compliance with policies and procedures, while safeguarding sensitive customer information.

DESIRABLE CRITERIA

1. Strong analytical skills in assessing financial statements, cash flow, and business viability to make informed decisions on recoveries strategies.

Portfolio Executive/Delegate:

Date:

People and Culture:

Date: