

JOB DESCRIPTION

Relationship Manager

Purpose

The Relationship Manager is a an important sales and relationship focused role within the Secured Lending team (part of the wider Distribution & Operations Department).

The role has the following core functions:

1. To identify and capitalise on new business opportunities to achieve defined sales objectives and contribute to the growth of FinCorp's Secured Lending portfolio.
2. To cultivate and maintain strong relationships with existing and new customers, partners, and key stakeholders.
3. To maintain a quality lending portfolio and satisfy applicable compliance requirements.

Role Dimensions

Reports to:	Head of Secured Lending Operations (HoSLO)
Department:	Distribution & Operations
Job Level:	M2 – Frontline Manager
Location:	Head Office, Port Moresby
Direct Reports:	None

Person Specifications

- A university degree in a relevant discipline is preferred.
- Relevant competency across secured lending including property and asset finance.
- Demonstrated sales and relationship management experience (3+ years).
- Strong financial analysis skills including the ability to interpret financial accounts.
- The ability to travel to locations nationwide as necessary to support business activities.

Core Competencies

- Professional attitude with strong integrit.
- Superior written skills with an emphasis on writing quality loan submissions.
- Persuasive verbal communication skills and the ability to develop genuine relationships both internally and externally.
- Action orientated, possesses a “can do” work ethic, and a customer first focus.
- Sound planning and organisation skills, possesses a “get it right first time” mindset.
- Competent in operational management software and Microsoft office suite.

Leadership Competencies

- Motivating and influencing others that are not direct reports, managing upwards as necessary.
- Priority setting and delegation as appropriate.
- Ability to facilitate training and upskilling of other staff.

Role Specific Areas of Responsibility

<p>Business Development</p>	<ul style="list-style-type: none"> • Proactively identify new business opportunities with new and existing customers and partners to drive growth. • Develop and maintain strong, long-lasting relationships with customers, partners, and key stakeholders. • Lead business development efforts in targeted markets or regions to expand FinCorp's footprint. • Generate leads, qualify prospects, and convert opportunities.
<p>Customer Engagement and Retention</p>	<ul style="list-style-type: none"> • Act as the primary point of contact for customers, ensuring their needs are met and expectations exceeded. • Ensure a high level of customer satisfaction by managing service delivery and resolving any issues that arise in a timely manner. • Develop and execute customer engagement strategies to retain and expand business relationships. • Track customer feedback and implement improvements to service offerings based on insight. • Collaborate with internal teams (e.g. Sales, Marketing & Products, Finance etc) to deliver integrated solutions and meet customer needs. • Serve as a liaison between customers and internal stakeholders to ensure seamless service delivery and alignment with business objectives.
<p>Secured Lending Planning and Strategy</p>	<ul style="list-style-type: none"> • Work closely with senior leadership to define and implement the company's Secured Lending strategy. • Monitor market trends, competitor activities, and customer needs to provide strategic insights. • Support business initiatives that enhance profitability and competitive advantage. • To support the development of business plane, either at an individual or team level.
<p>Reporting and Performance Metrics</p>	<ul style="list-style-type: none"> • Monitor and report on the performance of customer relationships, tracking KPIs and delivering regular updates to management. • Analyse sales data, customer feedback, and market trends to continuously improve relationship management strategies.
<p>Risk and Compliance</p>	<ul style="list-style-type: none"> • To write business consistent with FinCorp's approved risk appetite settings, policies, and processes. In addition, support continuous improvement through the identification of efficiencies and process enhancements • To maintain a quality lending portfolio, supporting remediation activities as required when customer performance issues arise. • Satisfy applicable regulatory compliance requirements.