

## Business Transformation Lead

Avanti Finance Group is a privately owned specialist lender operating across New Zealand and Australia. We're on a growth mission to lead and inspire our industry through innovation and the development of exceptional financial services, while fostering a motivated and engaged workplace culture centred around personal growth and high performance.

Reporting to the General Manager – Strategic Delivery, the Business Transformation Lead plays a critical role in identifying and delivering iterative operational efficiencies and improvement, at pace, across Avanti's business. As we embark on a period of significant growth and transformation, this role will be instrumental in ensuring our processes are streamlined and optimised, and that a 'progress today over perfection tomorrow' mindset is embraced across the organisation. This is a hands-on role which is focused on 'doing the doing' - observing frontline processes, identifying pain points, analysing data, identifying quick wins, and supporting rapid-cycle delivery that delivers tangible value (reduced time to decision, reduced handling time, better customer experience etc) in a dynamic, fast-paced environment.

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### IN THIS ROLE, YOU WILL:

#### Do-the-Doing

- > Establish an agile, right sized cadence to facilitate rapid-cycle delivery and build strong relationships across the business to drive engagement and buy in.
- > Lead and contribute to a fortnightly planning cycle to identify, prioritise, and sequence micro-improvement opportunities across business functions including Lending Assessment, Customer Operations and Collections.
- > Lead regular and ongoing discovery, process observation, and workflow analysis to uncover inefficiencies, bottlenecks, and friction points within current state processes.
- > Build a clear backlog of operational improvement initiatives across prioritised business units and communicate proactively what will be delivered to the business in each delivery cycle.
- > Collaborate closely with Change Leads, Process Specialists, and wider delivery teams to ensure initiatives are grouped, coordinated, and sequenced efficiently.
- > Support the delivery of micro improvements - owning tasks, coordinating actions, and ensuring iterative improvements land quickly, with clear communication to end users.
- > Create feedback loops to ensure implemented changes deliver expected benefits, and iterate further based on end user feedback.
- > Promote overall operational efficiency by identifying automation, digitisation, or tooling opportunities that remove manual work / processes.
- > Drive adoption of agile ways of working, short delivery cycles, and continuous improvement mindsets across the business.
- > Ensure all initiatives maintain compliance standards and align with Avanti's risk, regulatory, and customer obligations.

#### Always Ensure Integrity, Risk and Compliance.

- > Apply a risk and compliance lens, ensure legal adherence, and manage all day-to-day risks through the appropriate channels.
- > Operate with integrity by upholding high standards in compliance and risk management through adherence to the three lines of defence model.

#### Living Our Values: Relentlessly Helpful, Do What's Right, People First.

- > Be a team player and follow your manager's reasonable instructions, performing additional duties as needed.
- > Bring your whole self every day, to proactively promote a wellness, inclusive, health and safety conscious culture at Avanti.

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### THE SUCCESSFUL CANDIDATE WILL HAVE:

- > 10+ years' experience in business transformation, operational optimisation, and / or process improvement roles within the NZ financial services industry.
- > Direct experience working in fast-paced environments and working with Financial Services teams including Lending Assessment, Customer Operations, Collections, Finance etc.
- > Experience in rapid-cycle delivery environments and practical experience with process mapping, workflow optimisation, or continuous improvement methodologies.
- > Experience facilitating discovery sessions, workshops, and discussions at all levels of the organisation.
- > Strong analytical mindset -able to interpret data, identify trends, and connect insights to operational outcomes.
- > Ability to balance quick wins now with structured, sustainable change over time.
- > Excellent communication skills, able to simplify complexity and gain buy-in across diverse stakeholders.
- > Highly organised and comfortable managing numerous improvement initiatives across the business at one time.
- > Always curious - comfortable exploring systems, tools, and data to understand how things really work.

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## OPERATIONAL DETAIL:

Location	30 Daldy Street, Wynyard Quarter
Department	Strategic Delivery
Reporting to	GM, Strategic Delivery
Direct reports	None
Internal relationships	All AFL employees
External relationships	