

AVANTI FINANCE (AVANTI) and BRANDED FINANCIAL SERVICES (BFS)

POSITION DESCRIPTION FOR BUSINESS DEVELOPMENT MANAGER

This role reports to the National Sales Manager – Australia Intermediaries.

The purpose of this role is to promote and develop BFS Avanti Finance in its chosen markets by creating strong relationships with both new and existing introducers.

Create an open and positive link between our BFS staff and our introducers.

Provide ongoing training both in relation to existing lending / disclosure standards and for new products.

Gather market intelligence that can improve our overall understanding of the market as well as creating opportunities for us to develop new innovative products.

Remain on top of market and competitive understanding and intel, to provide up to date understanding of market forces such as pricing and appetite. an

KEY OUTPUTS AND ACCOUNTABILITIES

Sales focus

- Have an excellent understanding of our New Business budgets, strategy, and long-term goals.
- Proactive in establishing new referral networks with Introducers.
- Establishing own strategy and key focuses to assist in meeting new business budgets each month, as well as being able to provide detailed input into the wider Sales / Marketing Plan.

Relationship building / training

- Create Key Account Strategy with monthly review.
- Have Weekly / Monthly Call Plan with clear call objectives.
- Maintain Training Plan for all Introducers.
- Manage Introducer entertainment and promotions.
- Ensure Lenders and other BFS staff have opportunity to meet Introducers to grow wider relationship.

Customer service

- Provide clear instructions for any documentation distribution to introducers in a timely and

efficient manner.

- Liaise with BFS / Avanti on any complex issues.
 - Take ownership of any customer / introducer issues and queries raised, and resolve issues.
 - Verify introducer information and update current records.
 - You will be required to follow any other instructions and to perform any other duties reasonably requested by your manager.
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RELATIONSHIPS

- **Direct Reports**

This role has no Direct Reports.

- **Internal**

All members of the BFS and Avanti Finance team.

- **External**

Customers, Brokers, Dealers, Introducers and Agents.

QUALIFICATIONS, SKILLS & COMPETENCIES

- Have a working knowledge of the computer systems used and their applications, as well as having a working knowledge of relevant legislation.
 - Experience in a similar role essential.
 - Excellent computer skills.
 - Ability to work autonomously and manage time.
 - Excellent work ethic and self-motivated.
 - Multi-tasking skills and ability to work in a high pace environment.
 - Flexibility and ability to work with change.
 - Numerically competent.
 - Strong communication and interpersonal skills
 - Excellent written and verbal skills.
 - Ability to handle difficult customers.
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PERSONAL SPECIFICATION

- **Lending knowledge**

Be able to exercise commercial lending decisions based upon a sound understanding of BFS/Avanti's lending products and those of other external providers, plus a customers' ability to service debt, together with a broad knowledge of loan documentation and calculations.

- **Concern for quality and standards**

Includes attention to detail. Keeps detailed records – Call Plans/Reports, system diary notes, reminders etc., and ensures follow up occurs where applicable. Monitors and follows up outstanding issues.

- **Customer focus**

Recognises the importance of the customer. Has the willingness to focus effort on delivering to customer needs. 'Customers' include both external and internal customers. It involves working with customers to better understand and anticipate their needs promptly, accurately and efficiently. Provides a consistent service by always delivering on the agreed date; take responsibility.

- **Results focus**

Responds well to challenges. Clarifies what is required and gets on with tasks. Plans out work and works tasks until finished on time and to the correct standard. Will attempt to make things happen in order to achieve results and targets set by self and others.

- **Sales focus**

Have proven experience in relationship development and the skills to develop a sales plan. To grow a strong referral base in all relevant areas of the market.

- **Demonstrates initiative**

Identify opportunities and is quick to respond to them. Address present issues immediately and without waiting to be told. Is action orientated and self-motivated. Write detailed plan of targets with monthly goals for growing referral networks. Plan ongoing development including personal development and overall area growth. Write detailed plans for each key account detailing sales history, SWOT analysis and calling plan. Maintain record of all Introducers. Facilitate meetings by bringing Introducers into Avanti Finance offices or taking staff out to meet Introducers.

- **Teamwork**

Willingness to work in a co-operative and helpful manner with other team members as opposed to working independently. Provide advice and support to others and able to take advice and feedback from others. Teamwork requires focussing on team as well as individual goals and actively assisting team members towards the achievement of a common goal. Participate in team meetings, discussions and activities.

- **Training**

Take responsibility for own learning pathway, and actively support, promote and participate in Avanti's internal and external training programmes.

HEALTH AND SAFETY ACCOUNTABILITIES

Has a sound understanding of BFS/Avanti's health, safety and wellbeing strategies and policies and uses them to ensure the safety, health and wellness of self and others at work. Proactively promotes a wellness, health and safety conscious culture at Avanti. Understands health and safety is a key part of the way we do business and contributes to the continuous improvement of BFS/Avanti's health, safety and wellness initiatives.

RISK AND COMPLIANCE

BFS/Avanti uses the 3 lines of defense risk model to manage risk and compliance, and assign risk and control ownership. Effective Risk Management ensures that the business is efficient, effective and able to meet its objectives for everyone's benefit. You are responsible for doing what is right for our Customers and Business and taking ownership of effective risk mitigation, legal compliance and escalation.
