

## Finance Executive – Consumer Lending

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.

This role is reporting to the Personal Lending – Team Leader.

The purpose of this role is to ensure excellent customer service through building relationships with Introducers: including Brokers, Car Dealers and Mortgage Advisors and directly with customers. Approving loans within lending authority and referring for authorisation loans outside authority. Always ensuring minimum lending standards are maintained. The role also requires business development with brokers and referrers and maintaining a high level of customer service and planning.

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### IN THIS ROLE, YOU WILL:

#### Do-the-Doing

- > Manage new loan and top-up applications, identifying opportunities to offer relevant insurance products.
- > Handle inbound and outbound enquiries from introducers and customers via phone, email, and our loan origination platform.
- > Deliver on service level expectations for brokers, dealers, and internal stakeholders.
- > Develop tailored strategies with each referrer to support long-term growth.
- > Collect financial information, complete loan applications, and conduct credit and security checks.
- > Assess risk and approve loans within your authority, referring those outside your limit.
- > Ensure accurate loan documentation and smooth payout processes.
- > Own customer queries and resolve issues quickly and professionally.
- > Verify customer information and maintain accurate, up-to-date records.

#### 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: Champion the Customer, Win Together, Do What's Right, Be Curious.

- > 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:

- > Experience in consumer/personal lending, finance, administration, or compliance.
- > A strong understanding of the financial services landscape and emerging trends.
- > High attention to detail and accuracy with numbers.
- > A commercial mindset with the ability to spot opportunities and confidently cross-sell or upsell.
- > Customer-centric problem solving - especially in complex situations.

- > Confidence navigating multiple digital systems and platforms.
- > Adaptability, resilience, and a continuous improvement mindset.
- > A positive, proactive, “can-do” attitude and strong teamwork

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## OPERATIONAL DETAIL:

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|------------------------|---------------------------------------------------------------|
| Location               | Wynyard Quarter, Auckland CBD                                 |
| Department             | Consumer Lending                                              |
| Reporting to           | Personal Lending Team Leader                                  |
| Direct reports         | None                                                          |
| Internal relationships | All AFL                                                       |
| External relationships | Customers, Brokers, Introducers, Dealers and Mortgage Advisor |