

Position Description

Assurance 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.

Position Overview

The Assurance Lead is responsible for ensuring the quality, accuracy, and compliance of customer interactions, credit decisions, processes and documentation across the Customer Care & Resolution function.

The role owns, maintains, and continually improves the Customer Care & Resolution Assurance Framework, ensuring that assurance activities are structured, repeatable, risk-aligned and support consistent, fair and compliant outcomes. The role also provides insights, coaching and structured feedback to support capability uplift and operational quality.

IN THIS ROLE, YOU WILL:

Do the Doing

- > Assurance & Quality Control
 - Own, maintain and continually improve the Customer Care & Resolution Assurance Framework, including methodology, scoring standards, review cadence, calibration, and reporting structure.
 - Deliver quality assurance reviews across Early Solutions, Customer Care, and Operations.
 - Complete call monitoring, case reviews, credit decision quality checks, documentation checks and process adherence reviews.
 - Identify defects, risks, patterns and improvement opportunities, providing clear insights and recommendations.
 - Prepare timely QA reporting including monthly summaries and insights for leadership.
 - Maintain calibration processes to ensure consistent judgment across reviewers and leaders.
- > Compliance Validation & Policy Adherence
 - Validate compliance with CCCFA, PLA, PPSA, Privacy Act, responsible lending obligations and internal policies.
 - Monitor adherence to credit delegation limits, vulnerability handling, hardship decisioning and operational procedures.
 - Assess quality of documentation, evidencing and case handling for regulatory readiness.
 - Work with Legal, Compliance and Risk teams to align assurance activities with organisational and regulatory needs.
- > Process Reviews & Continuous Improvement
 - Own and maintain the Customer Care & Resolution Assurance Framework's process review methodology.
 - Conduct structured reviews of processes across Early Solutions and Operations to identify risks, gaps and inefficiencies.
 - Recommend improvements and support business units to implement and track remedial actions.
 - Maintain a structured log of findings, actions and ongoing control improvements.
- > Coaching, Training & Capability Support
 - Provide structured feedback to leaders and staff based on QA and compliance findings.
 - Support leaders in building coaching plans to address capability or quality gaps.
 - Deliver training on policy adherence, documentation standards, decision quality and communication expectations.
 - Lead calibration and learning sessions to embed consistent quality standards.

- > Stakeholder Engagement
 - Build strong relationships with internal teams including Credit, Customer Service, Legal, Customer Care & Resolution, and Compliance.
 - Keep the Head of Customer Care & Resolution informed of key operational issues, trends, risks and customer impacts.

Always Ensure Integrity, Risk and Compliance

- > Take end-to-end accountability for the design, effectiveness and ongoing operation of the Customer Care & Resolution Assurance Framework.
- > Ensure assurance, quality and compliance activity across Early Solutions, Customer Care and Operations meets CCCFA, Responsible Lending, internal policy and regulatory expectations.
- > Proactively identify, monitor and escalate emerging conduct risks, decision quality issues, control weaknesses and compliance gaps, supported by clear evidence and reporting.
- > Act as the primary first-line owner of quality and assurance controls, ensuring consistent application, calibration and documentation standards across Customer Care & Resolution.
- > Partner closely with Risk, Compliance, Legal and Leadership to support audits, regulatory requests, remediation activity and ongoing readiness.
- > Ensure all findings, themes and risks identified through assurance activity are clearly communicated, prioritised and followed through to resolution.
- > Lead by example in ethical judgement, customer fairness and regulatory discipline, reinforcing expectations across leaders and frontline team members.
- > Hold leaders and streams accountable for adherence to quality, compliance and conduct standards, supporting capability uplift while addressing recurring issues decisively.

Living Our Values – Relentlessly Helpful, Do What’s Right, People First

- > Actively role-model Avanti’s values through leadership behaviour, decision-making and interactions with customers and colleagues.
- > Embed a culture of fairness, empathy, accountability and professionalism across the stream.
- > Set clear expectations for behaviour and conduct, addressing behaviour that does not align with Avanti’s values promptly and constructively.
- > Support and challenge team members to act ethically, consistently and in the best interests of customers and the business.
- > Foster an environment of trust, psychological safety and open communication, where people feel supported to do the right thing.

THE SUCCESSFUL CANDIDATE WILL HAVE:

- > 1–2 years minimum leadership or team-lead experience.
- > Financial services or collections experience preferred.
- > Knowledge of secured and unsecured lending processes and relevant legislation.
- > Strong computer skills and technology-savvy approach to workflow and reporting tools.
- > Numerically confident with strong analytical and problem-solving skills.
- > Ability to design, maintain and improve best-practice processes and procedures.
- > People Leadership & Empathy – Leads with care, builds trust, listens actively, and creates a safe, supportive team environment.
- > Coaching, Development & Communication – Provides clear expectations, feedback and direction; grows capability, judgment and confidence.
- > Decision Quality & Accountability – Makes balanced, timely decisions and holds self and others accountable for performance and behaviour.
- > Collaboration, Adaptability & Continuous Improvement – Builds a strong one-team culture, leads constructively through change, and drives ongoing improvement.

OPERATIONAL DETAILS

Location	30 Daldy Street, Wynyard Quarter, Auckland Central (this role is primarily office-based)
Department	Customer Care & Resolution (Compliance & Assurance)
Reporting to	Head of Customer Care & Resolution
Direct reports	0
Internal relationships	Customer Care & Resolution, Customer Services, Lending, Risk
External relationships	Avanti Customers, External Vendors