

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 Head of Strategic Delivery, the Business Transformation Lead plays a critical role in identifying and delivering iterative process improvements and operational efficiencies, 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 business.

This is a hands-on role in a fast-paced environment which is focused on 'doing the doing' everyday - observing frontline processes, identifying pain points, identifying efficiency opportunities and quick wins to deliver rapid, iterative improvements across our operations. We measure our success where it matters: improved customer / introducer / employee experience, improved time to decision, improved user satisfaction and increased productivity.

Curiosity and an unrelenting commitment to continuous improvement everyday are the hallmarks of this role.

IN THIS ROLE, YOU WILL:

Do-the-Doing

- > Lead a fortnightly business improvement cadence, delivering measurable operational efficiencies and quick wins at pace.
- > Identify, prioritise and deliver process, automation and workflow improvements that enhance end user experience, productivity and operational performance.
- > Conduct frontline observations, process analysis and discovery to uncover inefficiencies, bottlenecks and improvement opportunities.
- > Maintain a prioritised backlog of improvement initiatives, communicate planned outcomes and delivered value.
- > Own the end-to-end implementation of improvements, working hands-on with teams to accelerate delivery and remove blockers.
- > Embed within business areas when required to establish best-practice ways of working, lift capability and drive sustainable change.
- > Create short feedback loops to measure benefits, refine solutions and drive continuous improvement.
- > Build strong stakeholder relationships that foster collaboration, accountability and momentum for change.
- > Champion a culture of progress over perfection, balancing speed, quality, risk and customer outcomes.
- > Ensure all initiatives meet Avanti's risk, compliance and regulatory requirements.

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** by keeping customers, introducers and colleagues at the heart of decision making, ensuring improvements deliver meaningful outcomes and better experiences.
- > **Be Curious** by challenging existing ways of working, seeking feedback, exploring new ideas, and embracing a mindset of continuous learning and improvement
- > **Do What's Right** by acting with integrity, taking ownership, following through on commitments, and making decisions in the best interest of our customers, colleagues, and Avanti.
- > **Win Together** by building trusted relationships, sharing knowledge, collaborating across teams, and contributing to a culture where collective success comes before individual achievement.

- > 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.

THE SUCCESSFUL CANDIDATE WILL HAVE:

- > 7+ years' experience in business transformation, process improvement, or operational excellence within New Zealand financial services.
 - > Proven track record delivering measurable business improvements through rapid, iterative delivery cycles.
 - > Strong discovery, diagnostic and analytical capability, with the ability to identify root causes, quantify opportunities, measure outcomes, and translate insights into action.
 - > Experience working across core financial services functions, including Lending Assessment, Customer Operations, Collections and Finance.
 - > Skilled facilitator with the ability to lead workshops, discovery sessions and stakeholder discussions across all levels of the organisation.
 - > Exceptional stakeholder management and communication skills, with the ability to build trust, challenge constructively and gain buy-in.
 - > Hands-on, delivery-focused leader who is comfortable embedding within teams to drive change and achieve results.
 - > Highly organised, resilient and adaptable, with the ability to manage multiple priorities and maintain momentum in fast-paced environments.
 - > Naturally curious and improvement-oriented, with a willingness to challenge the status quo and explore systems, processes and data to uncover opportunities.
- Pragmatic and action-oriented, balancing quick wins with sustainable long-term change while maintaining a relentless focus on measurable value.

OPERATIONAL DETAIL:

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