

Customer Advocate & Assurance Manager

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.

With 270+ staff across our four offices in New Zealand and Australia, we are motivated to become the best finance company boasting strong growth and returns, as well as the best customer, introducer and employee experiences.

Reporting to the Group Risk Manager. The purpose of this role is to manage and resolve the Groups' customer complaints' process, providing assurance that complaints are being processed and resolved in-line with external regulations, and internal policy and procedures. There are three discreet management processes based on the type of customer complaint:

- > Minor Complaint Process
- > Complaint Process
- > External Dispute Resolution Process

In addition, you will be responsible for providing training to all frontline staff that relates to customer interaction and complaints management.

IN THIS ROLE, YOU WILL:

Do-the-Doing

- > Complaints Management
- > Investigate all complaints impartially and with a balanced view, soliciting input from the relevant Avanti business units.
- > Responsive to the needs and concerns of our customers.
- > Protects Avanti customers' personal information.
- > Responds to external factors across social media.
- > Resolves complaints as quickly as possible in line with the internal policy and procedures.
- > Actively proposing and working with key stakeholders to implement process change.
- > Responsibility for Reporting & Data Analytics, including reporting by complaints type, time to respond, time to resolve, source of complaints, Financial Services Complaints Ltd (FSCL) complaints and Australian Financial Complaints Authority (AFCA) complaints.
- > Business Responsiveness
- > Analyse complaints trends and provide feedback on root causes, understanding underlying issues and communicating back to the relevant business areas.
- > Maintain awareness of current marketing practices, technological and environmental trends.
- > Working alongside key stakeholders, being responsive to the needs of the Enterprise Risk Committee (ERC) and the Audit & Risk Committee (ARC).
- > Training and Coaching
- > Identifying training gaps across the business.
- > Develop and deliver customer interaction and complaints-based training across the Group.
- > Provide coaching and mentoring support to Managers in the development and delivery of individual coaching and team training that address needs and expectations including induction, refresher training, and other related training needs.

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.

THE SUCCESSFUL CANDIDATE WILL HAVE:

- 3+ years' experience in complaints handling, dispute resolution or compliance, ideally in financial services.
- Excellent written and verbal communication skills.
- Strong report writing skills, with the ability to structure information clearly.
- Sound understanding of relevant legislation, including FSCL scheme rules, the CCCFA, Fair Trading Act 1986, FMCA 2013 and the Privacy Act 2020.
- Confident engaging with senior stakeholders and governance forums.
- Experience with case management or complaints-tracking systems, and reporting on complaint trends and root causes.
- Decisive and can quickly identify and evaluate problems.
- Strong relationship-building skills, with the ability to influence outcomes across Risk, Legal, Compliance and frontline teams.

OPERATIONAL DETAIL:

Location	Wynyard Quarter, Auckland CBD
Department	Risk
Reporting to	Group Risk Manager
Direct reports	This role has no direct reports
Internal relationships	All members of the Avanti Group
External relationships	External vendors, regulators, customers and other third parties