



LLOYDS BANK

SERVICE MANAGER ILOAN

Lloyds Bank GmbH - Amsterdam

Lloyds Bank GmbH is part of Lloyds Banking Group. With our offices in Berlin and Amsterdam, we form Lloyds Bank GmbH and have over 500 colleagues.

WHAT ARE WE LOOKING FOR?

As a Service Manager iLoan you will be responsible for the active monitoring of quality and cost control of the service levels as agreed with iLoan B.V. and its subcontractors, relating to the outsourced loans platform of Lloyds Bank NL to iLoan B.V. The Service Manager actively monitors the activities as described in the SLA between iLoan and Lloyds Bank, and herewith ensures the continuous, complete and correct software and administration of the loans platform of Lloyds Bank NL. The Service Manager escalates the findings to the Head of Operations for further action.

The Service Manager acts as the centre of communication between iLoan and several internal stakeholders at Lloyds Bank GmbH.

Scope

- Company guidelines
- Procedures Manual
- Service Level Agreements
- Sourcing policy

WHICH TEAM WILL YOU JOIN?

This role is within the Operations Department of Lloyds Bank GmbH, Amsterdam office. This department takes care of our customers, and we make sure to help them in the best way possible. Together with 13 other colleagues you will report directly to the Head of Operations. You will also be in close contact with the UPL team and their team lead.

WHO ARE YOU AND WHAT DO WE ASK FROM YOU?

The monitoring of the loans administration process encompasses the following:

- Executing version-management of contracts iLoan B.V.
- Responsible for reviewing and implementing iLoan in close cooperation with NL Operations Team
- Responsible for reviewing and updating the AMA and Recertification Manual
- Monitor and co-ordinate daily operational communication between iLoan and Lloyds Bank NL to ensure all operational processes and procedures are followed accordingly, and escalate if appropriate
- Join the (weekly) meetings with iLoan (operational, tactical, incident management)
- Join annual internal meetings to review the ISAE-reports from iLoan
- Monitor costs and assess invoices from iLoan and escalate if necessary (cost control)
- Monitor the capacity of the UPL system
- Monitor performance of iLoan vs the SLA and escalate if necessary
- Act as the point of contact for
 - issues and incidents with regard to iLoan system and processes

- communications (correspondence) with iLoan
- Join projects where topics about iLoan are discussed/involved
- Supplier Management
 - comply to the LBG Sourcing policy (reviewing, updating and getting sign off of relevant committees of several documents at all times)
 - Review and update the 'Demand Management handbook'
 - Evaluate the relationship between iLoan and Lloyds Bank NL (questionnaire, Balance Score Card), and escalate if appropriate

Lead

Engage commitment from colleagues

- Give feedback and involve others in issues that impact them
- Ensure consistency in words and actions

Shape

Focus on operational plans

- Make suggestions to influence and develop new policies and procedures
- Identify best practice to improve operations
- Use a range of approaches to improve overall communication

Build

Actively encourage development

- Set and maintain professional standards that deliver organizational effectiveness

Deliver

Pro-active approach to delivery

- Minimize the impact of potential challenges to delivery
- Adapt effectively to organizational changes
- Respond positively to difficult situations
- Constructively challenge activities, which fall outside agreed priorities
- Set goals, targets and standards beyond those required

TO SUMMARIZE YOUR SKILLS:

- MBO+/HBO working and thinking level
- At least 5 years relevant experience in a related field
- Strong communication skills both written and verbal
- Strict but tactful team player
- Excellent administrative, planning and co-ordination skills
- Experience with managing outsourced parties and supplier management
- Hands on troubleshooter, problem solver
- Ability to review and implement processes and procedures
- Accuracy
- Result oriented
- Preferably knowledge of the mortgage process



LLOYDS BANK

WHAT'S IN IT FOR YOU?

On top of being part of a great group of colleagues we offer you;

- A compensation package in line with the market with excellent secondary employee benefits
- **13th MONTH** salary, either paid monthly or once a year in December
- A position for 32 to 40 hours a week
- We value your **WORK-LIFE** balance, so offer;
- Flexible working; you can schedule your work hours to meet your personal needs
- Hybrid working; you can work from anywhere, even work from another country within the EU
- And provide you with a home office set up
- **30 DAYS PTO** (or 240 hours) per year (based on fulltime employment)
- You can '**SWAP DAYS**' to exchange Dutch National Holidays for another day of your choosing
- You can join our collective **MEDICAL** scheme with a discount
- To support our Green goals, we encourage you to purchase a bike via our **BIKE PLAN**
- We want you to be healthy, so support you in joining a gym of your choosing through our sponsored (bedrijfs-) **FITNESS**
- Get to know everyone in person and join the quarterly Connection **EVENTS**

Have we made you curious, and are you ready to join the team? Please introduce yourself to us in the best way possible and send this to: recruitment@lloydsbank.nl A screening is part of the process. We hope to meet you soon!