



MANAGER INTERMEDIARY DISTRIBUTION (M/V)

Lloyds Bank, locatie Amsterdam

Lloyds Bank is onderdeel van Lloyds Banking Group, de grootste bankengroep van het Verenigd Koninkrijk. De Nederlandse vestiging, met ruim 120 medewerkers, is anders dan andere Nederlandse banken. Dat merk je aan onze eigenzinnige en gedurfde visie op de markt. Aan onze innovatieve producten en diensten. En natuurlijk aan de korte lijnen voor onze klanten. Lloyds Bank doet jaarlijks mee aan de Great Place To Work survey, waarbij we een plek op de lijst van 'Best Workplaces' verdienen!

Voor de Intermediair Service Desk zijn we opzoek naar een Manager Intermediaire Distributie. Gezien het internationale karakter van de functie hebben wij de functie omschrijving in het Engels opgesteld.

POSITION

This role is within the Dutch branch of Lloyds Bank GmbH, reports to the Head of Marketing & Business Development and is part of the Marketing & Sales Department.

The Manager Intermediary Distribution will be responsible for developing and maximizing business opportunities in the Intermediary mortgage market, driving and achieving sales targets for area. This role will be the face of Lloyds Bank in the Intermediary Market and will work with both internal and external stakeholders to deliver challenging targets. Working closely with key stakeholders to develop business opportunities for increased income and growth across Intermediary Mortgages.

To do so this role manages a team of Account Managers, selling the Lloyds Bank mortgage product(s), via the Intermediary Channels. These colleagues are committed to deepening business partner and intermediary relationships. Playing a key part in supporting Lloyds Bank in becoming the Best Bank for Customers by demonstrating the behaviors expected within the Colleague Identity Framework, and living the Bank Values.

KEY ACCOUNTABILITIES

- Visibly role model and live the Group Values, always displaying the Brand Behaviours/Colleague Identity Framework to ensure the Lloyds Bank brand is alive throughout your team.
- Responsible for leading your team of Account Managers to help intermediated customers buy their first home, move home or switch their mortgage and deliver exceptional service levels to all customers, actively identifying and responding to customer's stated and unstated Mortgage and Protection needs.
- Develop your team and build capability to consistently deliver the right customer outcomes by undertaking root cause analysis and addressing remedial actions; always complying with the risk requirements and standards of the role.
- Champion collaborative working so that individual and team performance meets the current and future needs of customers.
- Lead and effectively communicate the implementation of change initiatives in your team.
- Manage a designated portfolio of customer relationships in order to identify and satisfy customer needs, selling in the most appropriate way in order to meet lending and profitability requirements.
- Interpret and utilise MI data (if appropriate) and use as a basis for reasoned decisions, to underpin business plans.

- Develop business leads and introductions, as appropriate, in order to maximise business and grow Market share in Mortgages.
- Develop and maintain in-depth knowledge and understanding of intermediaries' own business, markets they operate in, the local market and their future plans.
- Continually and consistently drive sales and achieve acquisition cost target.
- Build effective relationships with colleagues across the intermediary sales brands maximising business opportunities where appropriate.
- Ensure business activities are integrated with other channels & brands to drive cross sales and reciprocal business.
- Develop an effective working relationship with internal stakeholders, to ensure best use of resources, aligned to delivery of business results.
- Monitor SLAs for own intermediaries with internal stakeholders. Make effective interventions and resolves problem issues at an appropriate level.
- Manage risk and compliance with all legislative and regulatory requirements, by ensuring that operational policies and procedures are understood and consistently followed.

ADDITIONAL ACCOUNTABILITIES

Customer

- Lead, manage and develop your team to meet a broad range of customer's Mortgage and Protection needs.
- Work in collaboration with your stakeholders to share best practice to improve service and processes for our customers.
- Ensure customer complaints are handled professionally in line with the Group's Complaints Handling Policy and that root cause is reviewed, resolved or escalated as appropriate.

Risk

- Lead your team in delivering a risk framework that complies with Customer Treatment Standards and delivers the right outcomes to comply with local AFM rules and principles.
- Take responsibility to ensure you and your team keep up-to-date with mandatory training and have the appropriate skills and competence to remain accredited to undertake the role ('Permanente Educatie').
- Ensure compliance in your team with internal and external procedures and regulations.
- Demonstrate your commitment to file quality; focus on customer contacts, file quality and mystery shopping findings, taking action and coaching your team to deliver the right customer outcomes first time, every time.

People

- Ensure the Lloyds Bank brand is alive throughout your team and bring this to life so that all colleagues understand how to demonstrate the required behaviours for their role.
- Provide regular coaching, one-to-ones and Balanced Scorecard reviews to support and maximise colleague development. Make sure colleagues know how they are performing by providing open and honest feedback.
- Work as one team with specialist/partner colleagues including Underwriting, to provide an excellent customer experience and meet a balanced range of customer needs.
- Create an effective succession plan by developing skills, competencies and building colleague capability.
- Work in partnership with your Head of Marketing & Business Development and HR to manage resource requirements, capacity planning and forecasting to meet customer demand.
- Lead and embed Colleague Engagement activity, listening and taking actions as a result of colleague feedback.
- Act inclusively, creating an environment where diversity is valued and where colleagues and customers are treated with dignity and respect.
- Take action to manage local issues, such as absence and sickness so that colleagues are treated fairly and consistently.



KEY CAPABILITIES/KNOWLEDGE

- 5-7 years experience within a banking environment
- Excellent communication skills with the ability to communicate effectively at all levels
- Excellent Dutch and English communicative skills (verbal and in writing)
- Strong consultative sales skills
- Presentation skills that will enable you to present the customer management and Marketing propositions to intermediaries
- High energy, drive and enthusiasm.
- Strong analytical skills to understand complex data/MI
- A good understanding of the workings of the Intermediary Market and the requirements to successfully manage relationships with intermediaries and clients
- Specialist product and intermediary mortgage & consumer finance market industry knowledge
- Good track record in developing sales, preferably in a business to business environment
- Marketing experience, exposure to marketing disciplines, and/or account management skills
- Creative and proactive approach to business development

WE OFFER

A fulltime role (40 hour) with a salary in line with the market and excellent secondary employee benefits.

Do you recognise yourself? Then we would like to meet you! Send your CV and motivation letter in English to: recruitment@lloydsbank.nl