

Housing Authority

Position Description: General Manager Credit Management & Lending

Position	General Manager Credit Management and Lending
Incumbent	Vacant
Reports to	Chief Executive Officer
Date	29 th October, 2019
Reporting Positions Manager Credit Approvals Manager Credit Management (Central) Manager Credit Management (West) Personal Assistant	
Purpose This position has responsibility for the quality and profitable growth of the overall loan portfolio. The key purpose is to support HA's business objectives by directing all lending and home financing services. Additionally, the incumbent will also be responsible to secure overseas loans for HA in consultation with CEO and Board of Directors. With regards to lending the incumbent will ensure prompt, timely, cost effective and efficient delivery and ongoing management of such. Adherence to quality, safety and profitability of the HA's risk assets will be paramount which will be based upon the probability of default and the minimization of specific provisioning and bad debts.	
Accountabilities 1. Develop, maintain and implement HA's Lending Policy and credit documentation which will include loan agreements etc. This will include determining, monitoring and where appropriate, recommending changes to HA's credit risk capability for approval by the Board of Directors. The KPI of the role will be: <ul style="list-style-type: none">• Regular review of credit policies for recommendation of changes to executive management and the HA Board• Regular review of credit products, development of new products, and terms and conditions of same to maintain competitiveness in the marketplace• Regular review of credit operational procedures and practices, including review and recommendation in respect of credit asset writing discretions, hindsight overview trigger points, format and standard of credit submissions, legal and security requirements, valuations and insurance, risk grading profiles, interest rates and fees for loans, and similar operational issues• Regular review of credit operational manuals and work aids• Overseeing and exercising approval or declining of new loans within own credit discretion and preparation, recommendation/ endorsement of credit submissions requiring full HAF Board approval.• Conduct of market research and competitor analysis	

2. Maintain and improve the overall risk profile of the HAF's loan portfolio by ensuring quality credit decisions and proactive management and control of lending by all lending staff including:

- Judicious use of own credit approval discretion hindsight overview of credit decisions where appropriate
- Ensuring adequate depth and quality of financial analysis by all lending staff in respect of cash flows to justify lending decisions and ongoing loan support to customers
- Ensuring high quality lending assessments and decisions with due regard to all issues requiring attention during the assessment and approval process
- Ensuring quality ongoing controls and credit management based around regular annual reviews of loans, timely provision by customers of financial data, assessment of financial information to justify ongoing debt servicing ability, and judicious use of a diary note system to maintain and record control
- Ensuring accurate allocation of risk grades and continuous review of same
- Confirming that security held is appropriate and in accordance with the terms of approval and is adequate in terms of exposure.

3. Assist with the effective and efficient performance of the Housing Authority's credit inspection function by:

- Liaison with Manager Credit Management, Central and West to ensure staff approving and controlling loan exposures have their performance regularly assessed by way of Credit Inspection
- Providing guidance and assistance to line staff in the correct interpretation of HA policies and procedures
- Providing appropriate feedback on areas of strength and weakness
- Bringing consistent good performance to the attention of executive management
- Taking prompt action in respect of less than adequate performance to ensure remedial directions are given and observed, and that either poor performance is quickly rectified or alternatively if it persists appropriate disciplinary action is recommended to executive management.

4. In respect of higher risk and problem loan exhibiting adverse trends:

- Ensuring appropriate action is taken in respect of credit risk grades, reporting, and admission to watch and control lists
- Ensuring immediate and ongoing proactive attention by credit recovery staff to minimize losses
- Ensuring utmost attention is given to avoidance of the need to raise further specific provisions
- Ensuring prompt recognition of bad debts where necessary (in liaison with CEO and General Manager Finance and Administration)
- Ensuring where specific provisions in excess of 50% are raised, ongoing action to recover bad debts is and remains proactive and incessant.

5. Acquisition of Loan from overseas lending agencies

- To further the HA's social policy drive into the housing market, it is necessary that the best sources of investment loans are tapped into to further business
- Securing loans from off shore lending agencies using best practices which include value for money and an arrangement which will ensure that HA benefits in the long run;
- Ensuring that loan documents meet business needs and legal obligations.

6. Develop and manage all staff within the lending division to:

- Set, measure and weigh individual KPIs for all roles consistent with the HA's annual performance goals and Strategic Plan
- Carry out annual (or more frequent) staff performance reviews
- Encourage personal staff development and study towards professional competence
- Foster teamwork and effective communication
- Ensure adequate and ongoing training in all aspects of credit assessment and approval, management, control and recovery – to include regular training in respect of the collection and interpretation of financial data to support the ongoing ability of customers to service all their debts without undue strain
- Ensure a workable succession and career path plan is developed and maintained
- Ensure adequate recognition of staff effort, with rewards for success
- Ensure appropriate disciplinary action is taken in respect of staff consistently under-performing

7. Matters as delegated by the CEO and/or the Board.

Delegation Levels

Refer to Housing Authority Delegation Matrix, Rules and Procedures Manual.

Working Relationships

Chief Executive Officer
General Manager Customer Relations
General Manager Finance and Administration
General Manager Land & Housing Development
Manager Corporate Governance
Manager Human Resources and Training
HA Audit Committee
HA External Auditors

Competencies, Experience and Qualifications

The following competencies, experience and qualifications are required to do this job:

- A university degree in Finance/Management and/or Business Administration plus appropriate membership of professional bodies
- A minimum of five years' experience in the related field of credit/debt management position with a leading organization in both Fiji and elsewhere
- Experience in debt financing and negotiations at socio-economic and national level.
- Ability to represent the Authority at various meeting on debt financing and its related projects.
- A strong commitment to the concept of ongoing and improving portfolio credit quality built around the premise of obtaining verifiable and regularly provided client financial data to prove the ability to service borrowings from ongoing net cash flow over the projected term of any loan
- An ability to stand aside from local cultural pressures in the quest for repayment of problem loan credits
- An ability to take difficult decisions in the face of conflicting pressures
- Good understanding of HAF's credit policies, procedures and operational guides
- Sound experience in assessment of loan proposals.
- Sound experience in managing sets of small, medium and large borrowing customers of diverse industry classifications.

- Good interpersonal skills
- Demonstrated risk assessment skills and knowledge of accounting and legal practices
- Good written and verbal presentation skills
- Demonstrated skills in regard to coaching and skills transfer
- Team orientated and willingness to train replacement staff

Position Holder: Vacant

Date: _____

Chief Executive Officer: _____

Date: _____