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| **Secure Trust Bank**  |
| **Job Level**: 6**Career Path: Individual Contributor** **Core Job Title: Senior Manager – Collections & Recoveries Portfolio Strategy, Performance and Insight.****Reporting** **To**: **Group Operations Director** **Location**: **Flexible** |
| Secure Trust Bank (STB) is an established, well-funded and capitalised UK retail bank with over 60 years trading track record. We operate principally from our head office in Solihull, West Midlands. The Group's diversified lending portfolio currently focuses on two sectors (i) Business Finance through its Commercial Finance and Real Estate Finance Divisions (ii) Consumer Finance through its Vehicle Finance and Retail Finance Divisions.Our customers are at the heart of everything we do, but we can’t achieve our customer focused strategy without the right people in our team. At STB, we know that people are our biggest investment, which is why a career with us is not just a job. It’s the chance to be part of something bigger, to add real value to the Bank and help us constantly improve, in order to achieve our ambition of becoming the best bank in Britain. We believe in giving our staff autonomy, with initiative and exceptional performance recognised through a variety of individual and team awards and incentives. All our employees have a tangible impact on the Group’s core values, and we are looking for candidates who are enthusiastic, proactive and enjoy working in a fast paced environment. The Commercial Finance business was started in 2014 and the business has grown quickly since its inception. A full range of Asset Based lending products is offered and the team differentiate themselves through quality of people.  |
| **Job Description** | ***Job Purpose***The Senior Manager – Collections & Recoveries Portfolio Strategy, Performance and Insight for STB group will lead the development and execution of innovative collections strategies to optimise collections recovery rates and performance and enhance the customer experience for customers in financial difficulties. The role covers managing collections strategy, including the influence on Bad Debt Charge and IFRIS model impacts, for all the lending products offered by STB Group. This is a new senior management role and involves designing, managing and optimising the Bank’s ‘end to end’ Collections and Recoveries Strategy (including but not limited to Debt Sale Strategy), as well as analysing current processes, implementing best practices, and driving and leveraging data-driven insights to deliver optimal customer and Bad Debt Charge performance. The position will also conceptualise and implement a digital journey for customers in financial difficulties to give seamless experience to the customers and optimally drive the collections function. The ideal candidate will collaborate closely with the Head of Collections, Head of Credit risk and Head of finance and other cross-functional teams to ensure alignment with overall business objectives and regulatory requirements.This differs from the collections operational contact and workflow strategies as incorporates model, BDC and financial implications.***Key Responsibilities*** * Develop and implement a comprehensive Collections and Recoveries Strategy that aligns with the bank's objectives and regulatory standards balancing customer experience, operational capacity and costs and impairment performance.
* Ensure there is an appropriate suite of MI to validate strategy is being executed across key channels as expected: Letter, SMS, Emails, Whatsapp, Inbound and Outbound. *NB Responsibility for issuance of regulatory letters and Forberance types does not sit within this role. Outbound dialling strategy does not sit within this role.*
* Analyse and interpret data to identify trends, risks, and opportunities in collections strategy performance.
* To implement a champion/challenger approach, culture and process to ensure any learnings from strategy testing are robust and rolled out successfully. To monitor strategies and continue to build new ones given the changes in the portfolio and internal/external landscape.
* Prepare and present regular performance reports and strategic recommendations to senior management. Ensure that the outcomes are right for the bank, customers and shareholders.
* Collaborate with risk, compliance, finance and customer service teams to ensure a cohesive approach to collections and right portfolio outcomes. The role will co-own the portfolio performance with Credit Risk function.
* Responsible for ensuring the Collections Strategy is clearly documented and well understood and implemented by the collections function. The role will also ensure that there is a visibility of collections performance to all the senior/ key stakeholders.
* Monitor industry trends, best practices, tools and technologies incorporating relevant insights into the collections strategy.
* To work closely with the Head of Collections, Credit Risk Finance and Change Management function in delivering a joined up digital roadmap for Collections and Recoveries.
* Ensure compliance with regulatory requirements and internal policies related to collections.
* Lead and mentor a team of collections professionals, fostering a culture of continuous improvement and accountability.

***Key Interfaces**** The Head of Collections – Collections Operations
* Head of Credit Risk
* Head of Finance / Compliance/Legal/Change Management/IT
* Credit Risk Officer / Chief Operating Officer / Chief Finance Officer / Chief Executive
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| **Specification** | ***Skills/Knowledge/Experience**** Proven experience in collections strategy development, preferably within the banking or financial services sector.
* Strong analytical skills, with the ability to interpret complex data and drive actionable insights.
* Excellent leadership and team management abilities, with a track record of mentoring and developing talent.
* In-depth knowledge of relevant regulatory frameworks and compliance standards.
* Exceptional communication and interpersonal skills, with the ability to influence stakeholders at all levels.
* Experience with collections technologies and tools, including CRM systems and data analytics platforms.
* Strong problem-solving skills and the ability to thrive in a fast-paced environment.
* Ability to lead change and influence internal and external stakeholders. Be the “ Credit and Collections “ Face of the bank to the external industry/bodies.

***Qualifications**** A degree in finance, business, or a related field; advanced qualifications (e.g., MBA) are a plus.

***Competencies**** Risk Aware – We keep our customers and ourselves safe and secure
* Customer focused – Our customers are at the heart of everything we do
* Ownership – Being accountable and taking responsibility for our actions
* Performance Driven – To become the best bank in Britain we need to be accountable for what we do
* Team Oriented – We achieve more when we work well together
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