# Banking Consultant

Job description:  
  
**Mō te tūranga - About the role**

Kia Hanga I Te Ao, E Ora Ai, E Tupu Ai, Te Tangata Me Te Kainga. At ANZ our purpose is to shape a world where people and communities thrive. We're making this happen by improving our customers' financial wellbeing so they can achieve incredible things - be it buying their home, building a business or saving for things big or small.

**Role Location:**Te Mōro o Manukau, Manukau Mall Auckland

**Role Type:**Permanent, Part Time

**Work Hours:**15 Hours per week. Thursday to Saturday

In this role, you would have the opportunity to:

* Provide exceptional customer experience, meeting the needs of customers across the Retail product set, excluding Home Lending.
* Contribute to a significant uplift in customer engagement and advocacy, and create real customer value.
* Conduct basic analysis of financial information relating to consumer lending.
* Actively participate in and support bank programmes and initiatives.
* Ensure compliance with ANZ and branch policies and procedures.
* Take responsibility to ‘know your customer' from a risk perspective.
* Demonstrate living the ANZ Values with customers and colleagues.

**Ōu Pūkenga? - What will you bring?**

To grow and be successful in this role, you will ideally bring the following:

* Exceptional customer focus
* Excellent communication and interpersonal skills
* Demonstrated relationship and networking skills
* Sound understanding of compliance
* A positive attitude with a Growth Mindset
* Working knowledge in using different digital channels

You're not expected to have 100% of these skills. At ANZ a growth mindset is at the heart of our culture, so if you have most of these things in your toolbox, we'd love to hear from you. It would also be advantageous if you speak any of the following Languages - Mandarin, Cantonese, Tagalog or Vietnamese.