



## **Senior Manager: Collections Strategy Late Stage (Midrand)**

Our client is looking for a collections strategy manager to join their team based in Midrand, Gauteng.

### **The Role**

Core responsibilities will include but are not limited to the following:

- Building, managing and leading a collections late-stage team that builds collection strategies through advanced data analytics
- Displaying a good understanding of the transitioning of late-stage accounts into legal, EDC collections, tracers, litigation, debt counselling, insurance, prescription, in-duplum, write off and debt sale
- Designing strategies and ensuring effective model (Placement Scorecards) implementation that supports optimal collections decisioning and improved collections cash flow
- Implementing collection and recovery strategies, with a particular focus on identifying and implementing priority strategies (i.e., balances within each bucket)
- Ensuring that delinquency, flow and recovery targets for the late-stage portfolio are consistently achieved
- Setting targets and identifying key drivers of performance (activations, cash to instalments, capital monitoring etc.)
- Determining SLA's that drive efficiencies and performance with external debt collectors, tracers and attorneys. This, includes working with the operational team to define market competitive and return compelling commission structures within the external environment, which encourage mutualistic relationships between the bank and parties
- Identifying accounts in line with strategy to be allocated to debt collection agencies and tracers and then managing the debt collection agencies and tracers in line with SLAs to ensure they obtain settlements and activate payments within three months (or prescribed within strategy)
- Implementing a bespoke approach to identifying accounts eligible for litigation with insight into the performance levers (i.e., balance, impairments and cost-benefit)
- Deriving targets and establishing benchmarks
- Allocating accounts to attorneys, tracking their progress and meeting regularly with attorneys and the operational team to manage their performance in line with SLAs
- Maintaining a detailed list of all matters sitting with attorneys, as well as the litigation stages thereof
- Through attorneys, successfully obtaining attachments as well as sale and execution where there are assets in place (mortgages and vehicles) within the stipulated SLA timeframes
- Providing input on operational workflows to enhance efficiency and productivity
- Identifying performance gaps and recommending remedial action and training
- Managing the implementation of compliance to policies, processes and procedures and making recommendations where necessary
- Analysing reports against set criteria, including performance, costs, trends, time to cash and submit recommendations to Executive
- Benchmarking of the third-parties' performance against peers

**Qualifications and Experience**

- Post graduate degree or relevant qualification with quantitative subjects
- 7–10 years' experience in credit/collections strategy
- Ability to logically analyse complex data to identify opportunities or risks
- Ability to coordinate and manage simultaneous data requests for analysis of varying size and scope
- Expert user of SAS, SQL, Excel, and other relevant data management software (e.g., Python)
- Knowledge of Bank policies and procedures
- Knowledge and understanding of mathematics and statistics

**Skills**

- Good business acumen
- Good project management and coordination skills
- Able to manage and work as a team and with other departments
- Able to summarise and present findings, proposals and monitor results
- Able to think analytically
- Good decision-making skills
- Able to see the bigger picture – how everything links and flows together
- Work accurately and show attention to detail