Business Banking Manager – Full Time 35 hours per week minimum

Established in 1971 and based in South West Sydney, The Mac is a member-owned financial organisation that is committed to providing members with a different kind of banking: the special kind where members really do matter. More than 50 years on, we are the local financial institution in and for the community in the Macarthur and Wollondilly regions. The Mac is currently looking for a dedicated Business Banking Manager to join our team.

The responsibilities associated with this role include but are not limited to the following:

Service delivery

- Establish and maintain relationships with Small Business Members
- Processing of account and loan enquiries in a timely and efficient manner
- Maintaining a thorough knowledge of products, services, policies and procedures
- Conducting loan interviews both face-to-face and over the telephone
- Assist branches in enhancing the relationship with our Small Business Members

Projects

- Participate in both functional and business-wide projects as required

Relationship Management

- Maintain effective relationships with members, staff and management
- Maintain effective relationships with third party suppliers

Administration and Documentation

- Maintain, prepare reports, and recommendations as required
- Analyse/assess financial information relating to applications for self-employed and business Members.
- Review relevant policies and procedures to identify service gaps
- Comply with all of The Mac's policies and procedures
- Perform regular reviews of Small Business Accounts
- Liaising with third party suppliers ie; Conveyancers & Valuers

The skills, experience and attributes we are looking for in the successful candidate are:

Essential

- Minimum 5 years experience in Small Business & Consumer Lending
- High level interpersonal and written communication skills
- In-depth knowledge of loan processing for Business, Home and Personal Loans
- Strong leadership and management skills
- High attention to detail
- Ability to work well as part of a team

Desirable

- Ultracs Core Banking platform experience

If you feel you are suitable for this role, please send your cover letter and resume to mail@themaccu.com.au by close of business Friday 28th November, 2025.