



Kingdom Bank
where savings build churches

Application Pack

Head of Lending

March 2020



Company Profile

Our history

With a 65 year history, Kingdom Bank has a rich heritage on which to draw. The inspiration for the foundation of this modern financial institution was the pressing need to provide affordable quality Church premises for new congregations.

In the early 1950's Pastor George Oldershaw was fulfilling his calling of planting new Pentecostal Churches across the UK from within the Assemblies of God fellowship. As the congregations became established he was keen to help them purchase premises but found the High Street Banks nervous of lending. His solution was to establish a fund where more established churches would deposit money and the newer fellowships could borrow.

In 1954 the fund became a Registered Charity known as Assemblies of God Property Trust. The organisation saw slow but steady growth and was authorised by the Bank of England in the 1980's and subsequently by the Financial Services Authority.

On 1 January 2005 Kingdom Bank was launched as a wholly owned subsidiary of the Charity, authorised and regulated by the Financial Services Authority and ready to serve the whole Christian community in the UK. Today the Bank remains wholly owned by Assemblies of God Property Trust, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

As a Christian Bank we have values by which we live and work which leads us to show genuine care and concern for our colleagues, customers and suppliers.

The principal business of the Bank consists of mortgage and secured lending. We lend to churches and charities that provide practical help and support to people in need both physically and spiritually as well as to ministers, missionaries and Church workers to buy a home. In conjunction with this the Bank provides a range of savings and investment accounts, designed to be the natural choice for churchgoers and an insurance broking service specialising in churches and charities.

Our future

Subject to approval from the financial regulators PRA and FCA, Christian charity Stewardship, together with a group of Christian philanthropists, has agreed to acquire Kingdom Bank from its current owner, Assemblies of God Property Trust (AOGPT).

The group acquiring Kingdom Bank hope that this change of ownership will facilitate an even greater Church growth and Christian ministry through the services provided by the Bank. Christians, churches and charities will have access to a wider range of financial services and products across the two organisations, as they continue to build God's Kingdom.

It is hoped that this transaction will be confirmed in Q1 2020.

The Role

Kingdom Bank is poised to enter a new phase in its development following the acquisition described above. It is anticipated this will include an increase in our lending operations supported by increased customer deposits.

As at the end of 2019 the Bank's loan book stood at over £45m consisting of a mixture of commercial mortgages to Churches and Charities and personal mortgages to missionaries and ministers. The book is performing well with just 3 cases being more than 60 days in arrears representing 0.58% of balances.

The current new business lending team consists of a Church & Charities Lending Manager and a Personal Mortgage Adviser supported by an assistant. The team is directly supervised by the Chief Executive who provides guidance on all lending matters. Existing customers, including arrears, are currently managed by the Head of Account Management. The Chief Executive is due to retire during 2020 which, together with the planned expansion, is an opportune moment to enhance the team with this new role.

You will supervise the existing lending staff, taking over as the Bank's senior lender, leading the department to achieve the new business targets whilst meeting all regulatory and internal requirements. This will include supervision of Regulated Personal Mortgages with advice provided by the Personal Mortgage Adviser. You will personally handle the more complex mortgage applications undertaking site visits as required. You will contribute to increasing the profile of the Bank working closely with the Head of Business Development. You will support the Chief Executive, who will remain Head of Credit, with matters of policy and procedure.

This role forms part of the Bank's management team and you will join the Executive Committee. As such you will participate in the overall leadership and management of the business contributing to decisions that impact profitability, customer experience, prudential management and all staff.

Once a new Chief Executive is recruited it is possible that some of the responsibility currently managed elsewhere in the office may be brought under your supervision and this is indicated in the Job Description. This decision will be a matter for the new Chief Executive once they are ready to review the office structure and at this stage are only included as possible responsibilities.

Overall this is a thoroughly outstanding opportunity to join the Bank at what is probably the most pivotal moment in its history.

MAIN TERMS AND CONDITIONS

1. Hours of Employment

Full time 35 hours per week between 8.30 am and 5.30 pm.

33 days (starting) paid holiday including statutory holidays

2. Place of Employment

The Bank's office is at Ruddington Fields Business Park, Mere Way, Ruddington Nottingham NG11 6JS

You will be expected to visit clients' premises throughout the UK so a driving licence and access to your vehicle is required (expenses paid at HMRC rates).

3. Remuneration package

- 3.1. Salary minimum £50,000 per annum but for the right candidate with strong skills and experience this could start at a maximum of £60,000.
- 3.2. Salary Sacrifice Scheme Auto Enrolment Pension Scheme – company matched contribution of up to 6 %.
- 3.3. Other benefits in accordance with the Human Resource Manual on completion of probation. These include: -
 - Staff personal loan scheme subject to status
 - Staff scheme to nominate a charity for receipt of Charitable Grant

4. Probation

- 4.1. The post is subject to 6 months' probation.

5. Occupational Requirement

- 5.1. This vacancy has been assessed as carrying an occupational requirement for the post holder to be a practising Christian.



JOB DESCRIPTION

Job Title:	Head Lending Manager
Department:	New Business
Reports to:	Chief Executive
Date:	2020

1 Role

- To be the Bank's centre of knowledge and technical expertise for all lending matters, particularly new business. [Possibility of being assigned SMF 6 under the SM&CR.]*
- To proactively market, sell and underwrite applications for the Bank's full mortgage product range both Commercial and Personal at all times in accordance with our Mission Statement.
- To supervise and manage the Church & Charity Lending Manager and the Personal Mortgage Adviser (the mortgage sales team).
- [To oversee and manage all existing lending including arrears.]*

2 Principal Accountabilities

- To deliver the Bank's and your personal lending targets through proactively delivering and pursuing all enquiries, contacts, prospects and introducers.
- Thoroughly assess and individually underwrite Commercial and Personal loan applications.
- Lead the mortgage sales team directing and guiding on technical, regulatory & customer issues and overseeing regulatory advice and underwriting.
- Maintain systems and controls to ensure all customer applications are promptly and accurately processed in accordance with regulatory and product rules.
- [Manage the care of existing customers dealing with enquiries, complaints and supervision of arrears management.]*
- [Oversight of the lending requirements of our specialist banking software in liaison with Head of IT.]

3 Knowledge, experience and skills

- Extensive breadth of experience in commercial lending.
- Relevant professional qualifications including CeMAP or equivalent.
- A thorough understanding of the regulatory environment, including financial crime.
- The ability to interpret regulatory guidance and customer needs to prepare Policy and Procedure Manuals.
- A track record of successful selling, supervisory and management experience.
- Educated to a minimum of 3 A levels or equivalent, ideally to degree level.

4 Assignment and planning work

- Results-driven, organised and methodical.
- Proactively seeking opportunities to market and sell the Bank's products.
- Excellent customer relationship skills to win new business.
- Manage the mortgage sales [and account management] team workflow to ensure that all work is completed within agreed timescales.
- Maintain management information to support the Bank's business performance and sales.

5 Supervision of others

- The mortgage sales team: currently the Church & Charity Lending Manager and the Personal Mortgage Adviser.

6 Other working relationships

- Close working relationship and liaison with the Chief Executive and the Heads of: Business Development; Compliance; IT; Account Management and Insurance.
- A high level of customer contact.
- A good working relationship with external introducers of business and professional advisers.
- Regular liaison with technical support.

7 Decision making authorities

- Day to day oversight of the technical aspects of mortgage sales.

*The role does not currently include the square bracketed aspects but may be changed to include these in future.

Head of Lending

	Essential	Desirable
Experience		
A personal Christian faith	√	
Extensive Commercial Lending analysis, sales and management in a Bank or Building Society	√	
Team management in a sales focussed lending environment		√
Knowledge		
FCA and PRA handbook/rulebook regulations (especially MCOBS)	√	
Technical understanding of commercial lending	√	
The use of appropriate systems and software including MS Office		√
Skills		
Excellent customer relationship skills to win new business.	√	
Effective analytical, planning and organisational skills	√	
Ability to work under pressure, meet deadlines and produce work of a consistently high professional standard	√	
Qualifications		
Regulatory Qualification (CeMAP)		√
Relevant Professional Qualification (Banking and Finance Degree)		√
Minimum 3 A Levels	√	
Motivation		
Able to work under own initiative, taking personal responsibility for meeting department targets and deadlines.	√	
Commitment and enthusiasm for excellence seeking ways to grow and develop themselves and the business.	√	
A team player supporting senior management as required	√	
Personal Qualities		
A committed Christian with an active personal faith fully supportive of the Mission & Values of Kingdom Bank.	√	
Open and honest with demonstrable integrity.	√	
Good with people and easily approachable, treating everyone with respect and dignity.	√	
Enjoys hard work maintaining the ability to learn, think and act quickly and calmly when required.	√	

MISSION STATEMENT

To glorify the Lord Jesus Christ by providing distinctive Savings, Loans, Insurance and Investment products which advance his Kingdom, changing lives.

Ethics and Values

For Kingdom Bank, everything we do flows from our faith which makes us distinctly different from almost every other bank – we aim to place the Lord Jesus Christ at the centre of our business with the goal of seeing lives changed as a result of the work of the churches and organisations we serve and the profits we give away to good causes.

Our ethics and values follow naturally from this aim...

Values

1. Keeping God at the centre

We set aside time to seek and glorify God through weekly prayer, Board devotions and annual retreats for directors and staff.

We fulfil our calling by embracing biblical principles with integrity and accountability.

2. Valuing people properly

We treat customers as we would want to be treated – with respect and honesty, providing straightforward products designed to meet their needs.

We encourage every member of our team to grow and develop while always giving outstanding personal service to customers.

3. Handling finance responsibly

We provide a secure home for savings and only lend to customers responsibly.

We manage all the resources we use wisely since everything belongs to God.

4. Changing lives for good

We use financial services to support Christian churches and charities.

We utilise our profits so that we can generously support Christian causes.

Code of Conduct (adapted from the Evangelical Alliance Basis of Faith)

I recognise that Kingdom Bank is a Christian organisation, committed to glorifying our Lord Jesus Christ, advancing the Kingdom of God and conducting itself in accordance with the truths of the Christian Faith as written in the Bible. In order to achieve these goals it expects its Board of Directors and staff to share this commitment, expressed in its key values of:

- Keeping God at the Centre
- Valuing People Properly
- Handling Finance Responsibly
- Changing Lives for Good
- Kingdom Bank accepts the Evangelical Alliance Statement of Faith

I therefore agree that:

1. Keeping God at the centre

- I will seek to work out my personal faith through my work on a day to day basis.
- I will welcome the opportunity to participate in regular prayer meetings and occasional services of worship.
- I will always seek to ensure my personal conduct does not compromise Kingdom Bank's values.

We treat customers as we would want to be treated – with respect and honesty.

We fulfil our calling by embracing biblical principles with integrity and accountability.

2. Valuing people properly

- I will treat my colleagues, customers, advisers and suppliers fairly and with respect, recognising them as individuals made in the image of God.
- I will always ensure that when designing, developing, advising or selling a product customers individual wishes and requirements are considered and respected,

We provide straightforward products which meet customers' needs.

We encourage every member of our team to grow and develop while always seeking to give outstanding personal service to customers.

3. Handling finance responsibly

- I will manage my personal finances with honesty and integrity and promise to seek advice should I have difficulty in maintaining my commitments.
- I will declare any personal or family interest in matters of business which may impact my work at Kingdom Bank.
- I will ensure that I use all Kingdom Bank's information, funds and resources entrusted to me in a responsible and cost effective manner and follow the appropriate policy and procedure.

We provide a secure home for savings and only lend to customers responsibly.

We manage all the resources we use wisely since everything belongs to God.

4. Changing lives for good

- I will support Kingdom Bank's mission to utilise God's resources entrusted to our care to bring about positive changes in the lives of our customers or those people served by them.

We use financial services to support Christian churches and charities.

We utilise our profits so that we can generously support Christian causes.

Evangelical Alliance Basis of faith

All our members agree that the below statements are true.

WE BELIEVE IN...

1. The one true God who lives eternally in three persons—the Father, the Son and the Holy Spirit.
2. The love, grace and sovereignty of God in creating, sustaining, ruling, redeeming and judging the world.
3. The divine inspiration and supreme authority of the Old and New Testament Scriptures, which are the written Word of God—fully trustworthy for faith and conduct.
4. The dignity of all people, made male and female in God's image to love, be holy and care for creation, yet corrupted by sin, which incurs divine wrath and judgement.
5. The incarnation of God's eternal Son, the Lord Jesus Christ—born of the virgin Mary; truly divine and truly human, yet without sin.
6. The atoning sacrifice of Christ on the cross: dying in our place, paying the price of sin and defeating evil, so reconciling us with God.
7. The bodily resurrection of Christ, the first fruits of our resurrection; his ascension to the Father, and his reign and mediation as the only Saviour of the world.
8. The justification of sinners solely by the grace of God through faith in Christ.
9. The ministry of God the Holy Spirit, who leads us to repentance, unites us with Christ through new birth, empowers our discipleship and enables our witness.
10. The Church, the body of Christ both local and universal, the priesthood of all believers—given life by the Spirit and endowed with the Spirit's gifts to worship God and proclaim the gospel, promoting justice and love.
11. The personal and visible return of Jesus Christ to fulfil the purposes of God, who will raise all people to judgement, bring eternal life to the redeemed and eternal condemnation to the lost, and establish a new heaven and new earth.

See <http://www.eauk.org/connect/about-us/basis-of-faith.cfm>