Summerland Bank

Want to work at Summerland?

Join our team!

Certified B Corporation

Want to work at Summerland? Great choice!

As a customer owned organisation, we're not like a major bank, as our profits don't go to external shareholders. We're defined by our mutuality, which means we're owned by our customers, run by our customers, and everything we do is for the ultimate benefit of our customers.

Our Purpose

why we are here

Better banking, stronger communities

Our Vision

what we want to achieve

To be Australia's most successful customer-owned bank

Our Values

- Default to positivity
- Be brave
- People matter most
- Make others proud
- Keep it simple

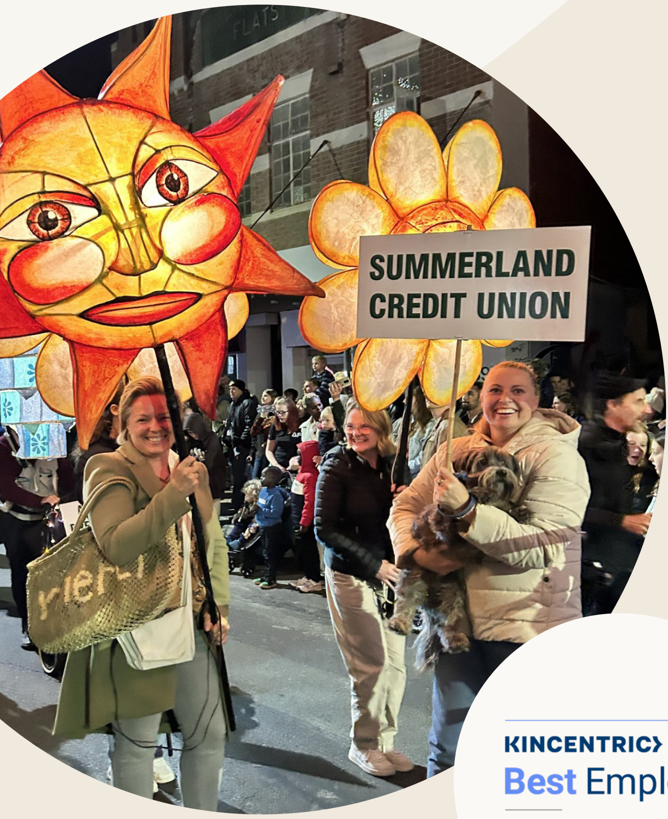
A local, sustainable kind of banking - one with your best interests at heart

Summerland has a long history of integrating sustainability practices into our business. We exist for the benefit of our customers and the communities we serve. Our Environmental, Social and Governance principles ensure we maintain a focus on good practices, while supporting our customers and communities. benefit of our customers.

Giving back to our community

We strive to support a wide range of community groups with:

- Community sponsorships
- Community accounts
- Reduced rate for Eco Loans
- Staff paid Volunteer Day



KINCENTRIC›
Best Employers
AUSTRALIA 2022

People matter most

Our people are considered our greatest asset and key differentiator. It's good business to enable our people to thrive with great training and coaching support.

Respectful relationships provide a strong foundation for our workplace culture; expressing the way we do business with our customers. It's one of the reasons we have been awarded Kincentric Employer of the Year, for three consecutive years.

What Summerland offers you

- Above award wages
- Training and career development
- Flexible working conditions
- Concessional interest rates
- Staff fee exemptions
- Modern working environment
- A uniform allowance
- Professional success with a community focus
- Employee Assistance Program: wellbeing for staff and their families
- Lots of fun, we have great staff social events
- Opportunity for career breaks to do the things you love
- An opportunity to remain in a vibrant community without having to relocate
- An awesome place to work!

Staff	Staff Engagement	Female to Male Ratio
103	84%	73:30

Learning and Development

At Summerland, you will not just be doing a job, you can also build a career.

We are committed to providing learning and development opportunities for you to thrive:

- Induction and orientation (comprehensive 6 month program)
- Traineeships in various certificates eg: Financial Services, Business, Accounting
- On-going products and systems training
- Easy to understand compliance requirements via our online learning platform
- Leadership, management, mentoring and coaching skills
- People and Culture portal to manage all your career needs

Local branches across the beautiful Northern Rivers

Employing over 100 staff with branches stretching from Grafton to The Pines at Elanora and Head Office in Lismore, Summerland is one of the largest locally owned and operated businesses in the region offering a wide variety of careers across customer services and business support, including:

- Contact Centre Services
- Banking Advisors
- Banking Specialists
- Lending Specialists
- Loans Support
- Credit
- Payments Processing
- Systems Analysts
- Business Analysts
- Finance
- Information Technology
- Legal/Compliance
- Marketing
- Executive Assistants

Sustainability Specialist

Purpose

Welcome to Summerland Bank, where banking meets community values.

We are a customer-owned bank and a certified B Corporation, dedicated to serving the residents of a vibrant regional area in Australia. At Summerland Bank, we prioritise the well-being of our customers and our environment, ensuring that every financial decision we make aligns with our commitment to social and environmental responsibility. As we continue to grow, we are seeking passionate individuals who share our vision and want to contribute to the positive impact we make in our community. Our multi-award-winning transformational culture is how we sustainably succeed in serving regional communities for over 60 years.

Join us and become part of a team that values integrity, sustainability, and the power of banking for good to deliver on our purpose: Better Banking, Stronger Communities.

Overview

The Sustainability Specialist is an integral part of the Business Services team who maximises the benefit to the business through initiating new opportunities and assisting others at Summerland to attract, secure and develop our customer relationships. In addition, the position works closely with all departments in Summerland developing the Sustainability program and more specifically the B Corp program.

You demonstrate an engaging and innovative approach within the Sustainability Portfolio. Working collaboratively with leaders and employees across the business, you contribute to building organisational knowledge and educating staff on Environmental, Social & Governance (ESG) measures, B Corp and their value to our overall Sustainability Portfolio. You manage the B Corp certification process, coordinate initiatives to strengthen our Sustainability program, and represent Summerland at external community and customer forums to promote our Sustainability efforts and enhance community awareness.

You demonstrate commitment to personal growth, act with integrity and accountability, participate in teamwork, and recognise achievements collectively. You function well within a performance-driven environment, respond effectively to challenges, and maintain agility and adaptability. You build relationships with customers and colleagues confidently. You are receptive to new ideas, pursue opportunities, and aim to provide straightforward, sustainable solutions. You show commitment to environmental and social sustainability and understand the importance businesses have in developing a better world.

Ideal Match

- Conduct that aligns with our vision, purpose, and values
- Initiate actions to explore new opportunities
- Participate in delivering Projects as required
- Understanding of financial services regulations and compliance guidelines
- Qualifications in ESG would be highly regarded

- Work experience in coordinating sustainability projects within an organisation
- Excellent communication and interpersonal skill with the ability to develop instant rapport with diverse customers
- Strong relationship building skills that makes each moment matter
- Ability to self-regulate for consistent quality interactions and positive outcomes
- Ability to self-manage to meet expectations and deadlines
- Professional personal presentation, negotiation, and decision-making agility
- Understanding of the key responsibilities of the role with the ability to make a difference to our customers
- Critical thinking ability to respond quickly to customer needs with meaning and purpose
- An aptitude for technology and learning new programs, systems, and processes
- A demonstrated passion for self-development and a 'can do' attitude
- A current motor vehicle licence and the ability to travel to a variety of locations
- Prepared to attend Business and other community meetings/events to promote Summerland's Sustainability program.

Key Responsibilities

Responsibility	How you make a difference
Strategy & Policy Development	Manage the organisation's Sustainability program on a daily basis, including: • Support the COO in developing and implementing strategic and operational plans for sustainability. • Maintain B Corp certification and other Sustainability accreditations and identify opportunities to improve Summerland's environmental and social outcomes. • Collaborate with B Corp Ambassadors to enhance internal and external awareness of sustainability efforts. • Establish measurable targets for environmental and social performance. • Ensure initiatives are aligned with global frameworks such as the UN Sustainable Development Goals (SDGs).
Environmental Management	• Implement initiatives to reduce energy consumption across all operations, such as conducting regular audits and investing in efficient technologies. • Champion the transition to renewable energy sources, including solar and promote the adoption of innovative, environmentally friendly technologies throughout the organisation. • Implement initiatives to reduce other resource use such as paper and printing • Oversee comprehensive waste management strategies, focusing on waste minimization, recycling, and upcycling, while embedding principles of the circular economy. • Foster a culture of sustainability by providing training and resources to staff, ensuring that environmental responsibility is integrated into daily practices and decision-making at every level. • Promote the consideration of Sustainability factors in product development and ongoing assessment.

Reporting	• Utilize digital tools and management systems to enhance data accuracy, track performance trends, and identify areas for improvement. • Prepare and publish regular sustainability or ESG reports tailored to different stakeholder groups. Ensure reports are transparent, accessible • Share progress on goals, highlight major achievements, and communicate areas for further development. Facilitate external assurance or third-party verification where appropriate to build stakeholder trust and credibility. • Ensure any expenses are withing budget & are accurately accounted for on a timely basis • Be an active member of the Sustainability Reporting stakeholder group to assist the Bank in meeting its Corporations Act and Accounting Standard disclosure and reporting requirements (this may include exposure to governance, strategy, climate resilience, risk and scenario analysis and emissions areas.
Stakeholder Engagement	• Engage external stakeholders including suppliers, regulators, customers, and communities. • Represent the organisation at forums and sustainability events • Collaborate with internal departments to ensure sustainability objectives are embedded throughout organisational processes. Foster interdepartmental alignment by creating cross-functional teams dedicated to advancing environmental and social initiatives. • Engage external stakeholders including suppliers, regulatory bodies, customers, and local communities through regular communication, partnerships, and consultations. Establish supplier sustainability standards and encourage the adoption of environmentally and socially responsible practices across the supply chain. • Represent the organization at forums, industry conferences, and sustainability events, actively participating in discussions and sharing organizational best practices. Build networks with peer organisations to collaborate on shared sustainability challenges, leverage external expertise, and strengthen the organisation's reputation as a sustainability leader. • Maintain an understanding of industry trends in the area of Sustainability in other businesses and organisations including competitors and the general marketplace.
Community & Social Impact	• Advocate for ethical sourcing and diversity and inclusion by implementing supplier codes of conduct, conducting regular supplier audits, and providing training on responsible business practices. Encourage supplier diversity by actively seeking partnerships with minority-owned and/or women-owned businesses and integrate social responsibility criteria into supplier evaluations. • Provide education and resources to promote sustainable practices both within the organisation and in the wider community. Offer workshops, training sessions, and awareness campaigns focused on Sustainability adoption, including energy efficiency, waste reduction, and responsible consumption. Facilitate employee volunteer programs and community engagement activities to foster a culture of sustainability and shared value creation.

Monitoring & Evaluation	• Conduct comprehensive sustainability audits and impact assessments regularly to evaluate the effectiveness of implemented initiatives. Utilize both qualitative and quantitative metrics—such as carbon emissions, and social equity indicators—to track progress toward sustainability goals and ensure alignment with industry benchmarks and organizational commitments. Recommend actionable improvements based on findings, fostering a culture of continuous learning and adaptation. • Establish transparent reporting processes, including the publication of annual sustainability reports and regular updates to stakeholders, to communicate progress, challenges, and successes openly. Leverage third-party certifications and external verification to enhance credibility and accountability. • Stay informed on best practices and emerging trends in sustainability by engaging with academic research, participating in professional networks, and attending relevant conferences and workshops. Integrate innovative technologies and approaches—such as circular economy principles, renewable energy solutions, and digital monitoring tools—to further advance sustainability performance. Encourage employee involvement in the monitoring process and provide opportunities for feedback and suggestions, cultivating a shared sense of ownership and purpose in achieving the organization's Sustainability vision.