Advice Remediation Manager

Leadership level	Leading Self
Job level	5
Job family	Advice & Banking
Division / department	AMP Advice, Channel Services
Reports to manager job title	Senior Manager, Customer Panel and Remediation
Number of direct reports	0
Financial accountabilities	None
Key relationships	Licensee Heads, Group Legal, AMP Customers, AMP Advisers
Location of role	Melbourne

The AMP Promise & Our Strategy to Help

AMP's vision is to be Australia's and New Zealand's favourite financial services company by 2020.

Our company was founded in 1849 on a simple promise - to provide financial security so people could live with dignity. Our promise is to help people own tomorrow.

Helping people: it's why we began more than 160 years ago, and why we continue. Helping people own tomorrow is a powerful purpose. It has the capacity to make us the company that so many people trust and recommend that we become Australia's and New Zealand's favourite financial services company. That's what we are aiming for by 2020.

AMP's Culture – Bringing our Promise to life

Our Promise is help people own tomorrow, and our Practices bring our Promise and customer experience to life.

AMP's six simple practices were formed from really listening to our customers, and they define the way we work together to help our customers. They inform our thinking, actions and decisions; the design of every offer, process and system; and every customer experience.

Together, the six AMP practices describe how we work at AMP to deliver the experience our customers want:

Our customers are at the core of AMP's culture. We believe that what's best for our customer is what is best for our business. We have profound empathy for our customers. We deeply understand their needs, goals, challenges and hopes. We're obsessed with helping our customers live their best life, because that's how we define our own success.

AMP employees understand how their work contributes to the strategy and creates customer value. Professionalism and integrity are core to the way we work, we collaborate across the business in service of our customer. We eliminate non-value work that doesen't align and quickly learn and adapt to achieve better outcomes.

Description of department/division

AMP is structured around two businesses, AMP Financial Services and AMP Capital Investors.

AMP Financial Services provides customers in Australia and New Zealand with:

- Financial planning and advice
- Superannuation, retirement income and other investment products for individuals
- Superannuation services for businesses and employer-sponsored schemes
- Income protection, disability, general and life insurance
- Selected banking products

The Channel Services division provides effective and efficient quality services to our advisers and customers.

Purpose of the role

The purpose of this role has a strong customer focus and is to review customer advice provided by AMP advisers and assess its quality and appropriateness against the needs of the customer. Support the implementation of a customer remediation program and identify and provide remediation themes and recommended improvements back into the overall Advice process. Ensure fair compensation of a client is achieved.

Main focus areas

- Responsible for the successful execution of customer remediation programs.
- Design, develop and deliver end to end customer remediation programs that are valued by both our customers and advisers.
- Technical advice; using skills to form an assessment of the customer's advice and related issues specific to their circumstances. Work through appropriate customer remediation solutions.
- Co-ordinate the adviser review process to ensure the customers new advice is appropriate for their needs.
- Calculate and determine the compensation that may be payable to a client
- Work closely with other teams to ensure that customer remediation programs comply with AMP standards and regulatory requirements.
- Ensure that reporting / monitoring obligations are fulfilled.
- Analyse key themes identified through customer remediation programmes. Provide feedback loop into other advice business areas.
- Foster strong and collaborative relationships with key stakeholder groups, both internal and external to the business.
- Drive and contribute to initiatives as identified by Channel Services teams.
- Be an active member of the Advice Panel and Remediation team to foster communication, coordination and collaboration among team members.

- Understand AMP's business priorities, the external environment and the objectives of our key stakeholders.

Role specific capabilities

- Strong customer orientation.
- Strong verbal and written communication skills
- A creative thinker who is able to explore and design new concepts and different approaches to deliver practical end to end advice solutions to advisers
- Strong understanding of Authorised Representative obligations and responsibilities.
- Sound knowledge of relevant legislation and regulatory obligations relating to Financial Services and the provision of advice.
- Strong project management capability along with the ability to prioritise and manage conflicting demands simultaneously.
- Ability to manage to agreed timeframes and standards, adherence to internal due diligence processes and record keeping.
- The ability to establish and maintain excellent working relationships with key stakeholders both internally and externally.
- The ability to set stretch targets for self-improvement and constantly seek new and innovative ways of doing things.
- Well-developed problem solving skills and the ability to make informed decisions quickly
- Highly developed and demonstrated written and verbal communication skills are critical to clearly articulate complex information across a wide audience and to meet a range of clients' needs (adviser and end-consumer). Must have proven plain English writing skills.
- Persuasive and adaptive negotiating and influencing skills to gain support for or agreement to an idea or concept.
- Strong interpersonal skills with the ability to work across business units, as well as proven high level communication skills, both written and verbal.
- Confidence in dealing with business executive, profiling and providing insight on key risk issues is preferred
- Demonstrated time management skills with an ability to prioritise and complete work to deadlines
- Strong planning and organisation skills to accomplish specific goals or tasks required for self and/or others

Leadership capabilities – required across all leadership roles

- Thinks & acts strategically
- Fosters innovation
- Leads change
- Influences

- Builds strategic networks
- Business acumen
- Shapes performance
- Values & includes others
- Develops self and others

Experience required

- 5 years experience in an advice role eg policy, advice solutions development, compliance
- Experience in compensation calculations for remediation is desirable
- Experience in managing relationships with licensees and financial planners and understanding their needs.
- Demonstrated project management skills and attention to detail.
- Superior personal interaction skills to manage relationships with internal and external stakeholders.
- Ability to set goals and prioritise work and/or projects to meet deadlines.
- Proven experience in making decisions that improve the adviser and client experience whilst minimising risk to the Licensee.
- Business analytics

Qualification/s required

- Tertiary qualifications in related legal, economics, financial planning or business discipline preferred
- Minimum, Advanced Diploma in Financial Services or equivalent