

Position title	Manager Events/Emerging Issues
Division	Group Risk
Department	Group Operational Risk
Direct Reports	No

Our culture and values

We have a clear strategy and important work in place to become Australia's bank of choice.

Our values of **teamwork, integrity, performance, engagement, leadership** and **passion** are at the core of who we are and form the expectation of the behaviours we adopt every day.

We strive to have a culture that drives balanced outcomes; is open and informed for disciplined execution; that celebrates and recognises success; and where the sum is greater than its parts. To achieve this, we focus on four critical behaviours: **act commercially; move fast to help customers achieve their goals; recognise people for their impact; and actively challenge the status quo.**

Together, we're creating a culture we can continue to be proud of; one that will help us reach new heights.

ROLE PROFILE

Your division, your team

Group Risk is the second line of defence in the Bank's risk management approach and includes the independent oversight functions of: Group Operational Risk (GOR), Credit Risk Management, Risk Governance and Middle Office.

The Head of Group Operational Risk reports directly to the Chief Risk Officer (CRO) and to the Executive and Board through the Board Risk Committee.

GOR is an independent second line of defence risk function and centre of expertise that provides opinions, advice, oversight and challenge on operational risk/non-financial risk matter in an advanced accredited bank. GOR assists the Bank and its Board to make informed risk / reward decisions in line with the Bank's Risk Appetite and objectives through its monitoring of key material risks and:

- Providing opinions, insights, advice, oversight and challenge in relation to operational risk / non-financial risk while continuing to create efficiencies
- Continuously improving the frameworks, policies, processes, systems and tools for operational risk management
- Facilitating and /or supporting the Bank's operational risk monitoring, reporting and regulatory change requirements
- Facilitating and / or supporting operational risk processes where a Bank-wide risk view or risk approach is required.

The purpose of your role

The Manager Events/Emerging Issues will work closely with the Senior Manager Control Validation, Group Operational Risk, Group Assurance and first line stakeholders to provide oversight, challenge and provide guidance to the organisation in relation to events management and emerging issues. This will include:

- Second line management of Operational Risk Events and lead effort in identifying emerging and systemic issues through the analysis of complaints and other available data.
- Supporting the business in the performance of root cause analysis, improving the framework and driving improved risk, control and events management maturity within the organisation.
- Regular reporting to Operational and Board Risk Committees

Your core relationships

Line 2 Head of Group Operational Risk
Line 2 Head of Operational Risk Services (Governance, Advice & Analytics)
Line 2 Group Operational Risk Leadership Team
Line 2 Group Risk Leadership Team
Line 2 Risk Governance
Line 1 Practice Lead, Customer and Data Enablement
Line 1 Data Governance and Data Insights Team
Line 1 Head of Risk
Line 1 Risk Specialists
Line 1 Business Unit Heads
Line 1 Executive Team
Line 3 Group Assurance
Operational Risk Committee / Board Risk Committee

What you're accountable for

Events Management and Emerging Issues

- Provide expertise and input to the GOR team to build appropriate strategy, framework, monitoring and reporting in relation to the management of Risk Events
- Supporting the uplift of elements of Bendigo's Operational Risk Management Framework (ORMF), specifically elements relating to Risk Events
- Provide second line oversight, guidance and challenge to the first line in relation to the management of operational risk events including:
 - Periodic review of events ensuring they have been handled in accordance to the Operational Risk Management Framework
 - Present to the first line as the SME for Events, providing advice, guidance and outcomes as required.
 - Develop and facilitate events related training and resources
 - Provide insights into events, trends and/or systemic issues to help shape the GOR teams assurance activities
 - Lead and/or assist in second line assurance reviews (deep dives and/or end to end reviews)
- Analysis and insights into trends and emerging/systemic issues through the review of:
 - Events data (including internal loss data)
 - Control validation results
 - Treatment plans
 - Complaints data
 - Audit Findings
- Support the uplift of framework and guidance for root cause analysis
- Produce events and other related operational risk reporting
- Prepare and facilitate events related training across Line 1 and Line 2
- Participate in risk activities across the GOR division and first line as an events SME
- Support the Group Operational Risk team in the uplift of internal data analytics capability (in conjunction with the data analytics team)
- Support regulatory and other reviews and information request, as they may relate to events

Leadership	<ul style="list-style-type: none"> • Encourage team members to manage and adjust their own performance in line with the Bank's and the Department's Vision. • Lead by example in demonstrating clear support for the Bank's vision. • Promote a full exchange of ideas, participate in group discussions and encourage others to participate. • Provide leadership across the Group Operational Risk team by sharing knowledge, supporting the development of staff and constructively challenge the status quo in order to deliver superior outcomes.
Customer and Partner Service	<ul style="list-style-type: none"> • Communicate effectively to build and sustain working relationships with internal and external customers. • Assist with events consultancy and provide expert guidance to assist business units to make informed decisions regarding approach to events management and root cause analysis
Risk	<ul style="list-style-type: none"> • Ensure all mandatory risk requirements are met. • Support first line business areas in ensuring that the Bank's operational risk management framework and approach is implemented and undertaken in a timely manner including reporting of events or incidents of non-compliance. • Lead an effective risk culture by proactively discussing risk, controls and events within the business, as well as routinely in business unit forums.
Values	<ul style="list-style-type: none"> • Demonstrate consistent behaviour in accordance with the Bendigo and Adelaide Bank Values of Teamwork, Integrity, Performance, Engagement, Leadership and Passion

Your knowledge, skills and experience

Knowledge & skills	<ul style="list-style-type: none"> • Sound technical knowledge and experience in operational risk management and associated frameworks • Understanding of the events management lifecycle • Ability to write/develop policies and frameworks • Experience in analysing data with the ability to transform that data to tell a story or paint a picture • Sound understanding of root cause analysis methodology and techniques with proven experience of identifying root causes • Ability to effectively communicate with stakeholders at all levels • Understanding of the Financial Services regulatory landscape • Strong influencing and analytical skills. • Ability to work autonomously
Relevant experience	<ul style="list-style-type: none"> • 3+ years in a comparable role i.e., Risk/Operational Risk/Events Management

Your qualifications and certifications

<ul style="list-style-type: none"> • Relevant tertiary or professional qualifications, supported by practical experience in this or a field related to this position (mandatory) • Other relevant industry certifications and/or memberships (recommended)
--

Risk responsibility

<ul style="list-style-type: none"> • Ensure all work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and identify and report instances of non-compliance to appropriately.
--

CAPABILITY PROFILE

Key people capabilities

Partnering	Role Expertise
Communication	Relationships

People capability profile

<p>Relationships</p> <p>Builds and maintains productive relationships with trust and integrity. Works collaboratively and is open to the perspectives of others.</p> <p>Advanced</p>	<p>Results Focus</p> <p>Sets and manages relevant goals. Is mindful of and responds to the business environment. Asks for help and reviews for learning.</p> <p>Advanced</p>	<p>Grow Self</p> <p>Grows knowledge, is curious and proactively applies learning. Builds resilience and is mindful of impact on others.</p> <p>Advanced</p>	<p>Role Expertise</p> <p>Maintains role-specific standards and applies knowledge, skills and experience on-the-job.</p> <p>Advanced</p>
<p>Communication</p> <p>Effectively expresses thoughts, ideas and information. Actively listens and adapts communication style. Engages, influences and connects to our purpose to tell our story.</p> <p>Advanced</p>	<p>Execution</p> <p>Makes well-considered decisions, plans and delivers quality outcomes. Problem solves and acts with integrity. Holds self and others accountable.</p> <p>Advanced</p>	<p>Grow Others</p> <p>Develops others by sharing feedback, recognising and celebrating outcomes. Connects with others to guide, empower and inspire.</p> <p>Intermediate</p>	<p>Customer Focus</p> <p>Identifies customer goals, makes relevant recommendations and takes appropriate timely action. Collaborates across the business to deliver best outcomes for the customer.</p> <p>Intermediate</p>
<p>Partnering</p> <p>Acts with intent to build sustainable partnerships with customers, community and stakeholders to deliver shared value and achieve business outcomes.</p> <p>Advanced</p>	<p>Innovation</p> <p>Constructively challenges the status quo and offers alternatives. Seeks to improve ways of working and is open to new ideas and experiences.</p> <p>Intermediate</p>	<p>Future Ready</p> <p>Exchanges and respectfully challenges perspectives and approaches. Anticipates, embraces and promotes change to achieve our vision for today and tomorrow.</p> <p>Intermediate</p>	<p>Commerciality</p> <p>Applies understanding of finance, risk, people and customer for decision-making to deliver business sustainability. Takes appropriate risks and acts in the best interest of the Bank.</p> <p>Intermediate</p>