

Created / Revised	August, 2024
Position title	Manager, Risk Reporting and Data Analysis (1LOD)
Division	Customer Enablement
Department	Risk & Compliance
Reports to Position	Senior Manager, Risk Reporting and Data Analysis (1LOD)
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

Reporting to the Chief Operating Officer, the Customer Enablement function comprises those teams whose predominant focus is on enabling our customer facing roles in their support of customers. With a strong focus on contributing to the Group's productivity targets, the ultimate purpose of the function is to ensure our front-line staff, partners, digital platforms can deliver an experience consistent with our targeted customer value proposition.

The Risk and Compliance (R&C) function has responsibility for the enabling the Group to manage the risks associated with their respective area of focus, in line with the Group's risk appetite. In that support, the R&C function will enable the success of the business by instilling a culture of risk management as a core part of how we support our customers and ensure that we have the appropriate processes and practices to meet our compliance obligations. Ultimately its success will be in delivering a risk practice that is embedded into how we engage with our customers.

The purpose of your role

The Manager, Risk Reporting and Data Analysis assists with the development, implementation and maintenance of the risk reporting processes within the first line risk and compliance function (1LOD). This position requires excellent analytical skills, and the ability to communicate complex information effectively to key stakeholders. Key responsibilities include:

- **Data Analysis** – Use exploratory and statistical data analysis techniques to analyse large volumes of data to identify trends, emerging risks and derive key insights to support business decision making.
- **Report Development & Visualisation** – Develop engaging risk reporting utilising data analysis tools, primarily Microsoft Power BI, and programming languages such as Python. Ensure the reports are efficiently engineered, accurate, timely and are tailored to the needs of the audience to assist decision making processes.
- **Stakeholder Collaboration:** Collaborate with cross-functional teams including Group Risk, Finance, Compliance and IT departments to gather data, validate assumptions and ensure alignment to organisational objectives. Contribute towards writing papers for the relevant risk committees.
- **Process Improvement:** Continuously evaluate and monitor the effectiveness of risk reporting processes and tools to improve efficiencies, accuracy and effectiveness. Assist Senior Manager with the identification and implementation of best-practice analytics and reporting
- **Leadership-** Providing training, guidance, support, and feedback to junior analyst.

Your core relationships

Date created 30-Oct-24

This position reports to the Senior Manager, Risk Reporting and Data Analysis and works closely with other members of the Divisional Risk teams, Centre of Expertise teams and Group Risk (Line 2) teams to enhance and drive a strong risk reporting and risk awareness culture.

What you're accountable for

Risk & Compliance Management	<ul style="list-style-type: none"> Assist with the development of data driven risk reporting for the first line R&C Services function on all relevant aspects of the Group Risk Framework (including but not limited to: risk appetite, scenario analysis, operational risk event management, control validation outcomes). Support efforts to establish robust data governance documentation and practices including data classification, Critical Data Element management and reporting, data lineage, and data access controls. Assist with the improvement of risk management reporting capabilities across the first line. Support opportunities to achieve a profitable balance between risk and reward in relation to risk reporting.
Advice	<ul style="list-style-type: none"> Assist with the provision of advice of risk reporting matters across the in-scope Divisions and to relevant subsidiary boards and committees to enable risk owners and oversight committees to make informed decisions
Reporting	<ul style="list-style-type: none"> Support the provision and continual refining of qualitative and quantitative risk reporting insights and risk profiling in order to support effective decision making. An ability to analyse complex data sets, identify trends and provide actionable insights will be crucial in guiding and influencing decision making across the business.
Relationship Management	<ul style="list-style-type: none"> Develop and maintain effective working relationships with Business Units to achieve agreed objectives. Act as a point of reference between Business Units, Group Risk functions and Group Internal Audit on risk reporting matters
Policies, procedures, and documentation	<ul style="list-style-type: none"> Assist in the development and implementation of operational risk and compliance policies and procedures to ensure they meet regulatory and Group Risk reporting requirements. Support the business in identifying and documenting operational risks and controls within centralised divisional risk tools
Operational Risk & Regulatory projects	<ul style="list-style-type: none"> In conjunction with the Compliance Centre of Expertise, understand proposed legislative and regulatory changes, working with stakeholders to determine the impact on reporting across the in-scope Divisions. Participate in regulatory reform projects as required to ensure new legislation is implemented effectively in relation to risk reporting.
Values	<ul style="list-style-type: none"> Act in accordance with 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.

Your knowledge, skills and experience

Knowledge & skills	<ul style="list-style-type: none"> Demonstrated technical skills with well-developed experience utilising and analysis large data sets. Proficiency in data analysis tools and techniques such as Excel, Microsoft Power BI, Python or R. Report writing skills and the ability to communicate complex reporting issues and requirements to all levels of employees and stakeholders.
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	<ul style="list-style-type: none"> • Sound negotiation, interpersonal and presentation skills with a proven ability to manage the needs and expectations of a variety of stakeholders. • Strong problem solving and time management skills with a willingness to adapt to changing priorities and work under challenging timeframes. • Sound written and verbal communication skills, including the ability to present and engage with staff at all levels. • Sound collaboration and relationship management skills to deliver on organisational outcomes. • Self-driven, inquisitive, highly motivated, adaptable, ability to work autonomously and part of a team. • Maintains a positive work environment. • Ability to build internal and external relationships to facilitate risk and compliance knowledge. • Awareness of corporate governance principles and requirements • Demonstrated partner and customer focus
Relevant experience	<ul style="list-style-type: none"> • Essential: 5+ years experience in data analysis/reporting • Advanced in Microsoft Excel • Intermediate/Advanced in Microsoft Power BI • Previous experience across relevant banking/financial services is desirable, but not essential

Your qualifications and certifications

- Tertiary education in risk management, accounting, finance, actuarial economics, commerce, data analytics or related field.
- Microsoft certifications in Power BI or Fabric are desirable.
- Experience in SQL is desirable.

Risk responsibility

This is a Line One role.

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 appropriately.

Personal Operational Risk training completed on time.

CAPABILITY PROFILE

Key people capabilities

Learn Everyday	Critical and Creative Thinking
Continuous Improvement	Embrace Risk Ownership

People capability profile

<p>Learn Every Day Is curious, drives development, and embraces feedback to build capability.</p>	<p>Work Collaboratively Actively encourages a collaborative working environment by building sustainable connections with team members, customers, communities, and stakeholders to deliver shared outcomes.</p>	<p>Drive Digital Develops and applies an understanding of digital tools, products, services, policies, and outcomes and uses digital to drive growth, change and improvement for our team members, customers, communities, and stakeholders.</p>
Expert	Intermediate	Advanced
<p>Embrace Change Demonstrates a growth mindset, resilience, and confidence to work in ambiguity while embracing our changing environment.</p>	<p>Strengthen Relationships Builds and maintains authentic relationships and influences others by actively listening, expressing thoughts, sharing information, and adapting their communication style.</p>	<p>Apply Business Acumen Role models behaviours in line with our values and behaviours, complies with the Code of Conduct and applies understanding of finance, risk, people, and customer pillars.</p>
Advanced	Advanced	Intermediate
<p>Critical and Creative Thinking Analyses and evaluates information and situations to generate new ideas and effectively solve problems.</p>	<p>Grow Others Encourages others to grow by sharing ideas, providing feedback, and celebrating success. Contributes to an inclusive workplace and culture where everyone feels safe, valued, and respected.</p>	<p>Drive Results Acts proactively and with integrity. Thinks ahead to plan and drive performance.</p>
Expert	Intermediate	Intermediate
<p>Embrace Risk Ownership Cultivates an ownership and responsibility mindset for their performance, business outcomes, risk management, and the impact of their decisions.</p>	<p>Considered Decision-Making Ensures compliance with regulations and standards and makes data-driven, informed decisions based on an understanding of risks in their role.</p>	<p>Continuous Improvement Challenges, evaluates, and improves processes and outcomes, while seeking new knowledge, skills, and insights.</p>
Advanced	Intermediate	Advanced