Position title	Senior Manager Technology Risk
Division	Group Risk
Department	Group Operational Risk
Direct Reports	Nil

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 matters 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 Senior Manager Technology Risk is responsible for providing support to the Head of Technology and Data Risk, and driving governance, oversight and continuous improvement of the technology risk management practices of the business and first line risk teams, including:
- Supporting the oversight and continuous improvement for the Technology Risk Management Framework, including policies, procedures and tools
- Providing challenge, influence and oversight of technology risks, controls and processes
- Providing independent monitoring and reporting over the technology risk profile of the Bank.
- Providing technical support and advice on technology risk
- Working effectively with other Group Operational Risk and Group Assurance stakeholders to ensure technology risks are monitored and escalated as per the Group Operational Risk Management Framework.

The Senior Manager Technology Risk, Group Operational Risk works closely with the Head of Technology and Data Risk, Senior Manager Data Risk, Manager Technology Controls, Head of Group

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Operational Risk and first line stakeholders to drive and support the effective oversight and governance of technology risks across the Bank.

The role is responsible for supporting the definition and implementation of the technology risk framework of the second line of defence and for providing advice, oversight, education and training as relevant to the holistic management of technology risks, including contributions to risk appetite statements, framework, policy and other risk management activities.

The role will provide support to the Head of Technology and Data Risk for regular reporting to the Operational Risk Committee and Board Risk Committee, with periodic reports to the Executive and Board Technology and Change Committee.

Your core relationships

This role reports to the Head of Technology and Data Risk, Group Operational Risk.

Key relationships include the Business Enablement Risk stakeholders and Group Assurance, specifically:

- Line 2 Head of Group Operational Risk
- Line 2 Head of Technology and Data Risk
- Line 2 Senior Manager Data Risk
- Line 2 Manager Technology and Data Controls
- Line 2 Group Operational Risk Leadership Team
- Line 2 Group Risk Leadership Team
- Line 2 Risk Governance
- Line 2 Group Operational Risk Team
- Line 1 Head of Technology and Transformation Risk
- Line 1 Senior Manager Technology and Transformation 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	
Technology Risk	• Provide support and expertise to the Head of Technology and Data Risk and broader Group Operational Risk team in maintaining and continuously improving the framework for technology risk management. • Support monitoring and reporting of technology risk profile of the Bank and escalate matters for consideration by the Head of Technology and Data Risk, Head of Group Operational Risk and Chief Risk Officer as appropriate. • Provide advice and guidance on first line of defence technology related Operational Risk Events. • Support regulator reviews and information requests, relevant to technology risk. • Provide expertise according to the requirements of industry and regulator standards (including but not limited to CPS234 and CPG234). • Perform risk-based control assurance and deep dive activities.
Information Technology Risk Management	• Provide support and expertise to the Head of Technology and Data Risk and broader Group Operational Risk team in maintaining and continuously improving the framework for technology risk management and IT Third Party • Support monitoring and reporting on the technology risk profile of the Bank and escalate matters for consideration by the Head of Technology and Data Risk, Head of Group Operational Risk and Chief Risk Officer as appropriate. • Participate in risk activities across the Group Operational Risk division, and individual business areas, as a subject matter expert for technology risk. • Provide advice and guidance on first line of defence technology related Operational Risk Events. • Provide expertise according to the requirements of industry and regulator standards (including but not limited to CPS 234, CPS 231). • Perform risk-based control assurance and deep dive activities.
Information Technology Risk in change	• Participate in the IT Risk assessments of significant and material change activities for the Bank. • Support second line of defence monitoring and reporting over significant and material change activities and escalate matters for consideration by the Head of Technology and Data Risk and Chief Risk Officer as appropriate.
Leadership	• 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 to deliver superior outcomes.
Customer & Partner Service	• Communicate effectively to build and sustain working relationships with internal and external customers. • Lead and support controls assessment consultancy and provide expert guidance to assist business units to make informed decisions regarding technology risks and appropriate levels of control.
Risk	• Support first line business areas in ensuring that IT risks are identified, managed and escalated on a timely basis with the completion of risk registers and the identification of emerging risks and reporting of events or incidents of non-compliance. • Lead an effective risk culture by proactively discussing risk and controls within the business, as well as routinely in business unit forums.

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Your knowledge, skills and experience	
Knowledge & skills	• Strong analytical and interpretation skills, including the ability to gather requirements, identify and analyse options, draw conclusions, and make quality recommendations. • Ability to use advanced analytics techniques to extract meaningful insights that can enhance the recipients understanding of the data • Ability to develop reliable, scalable and repeatable predictive models (either unsupervised or supervised models) that include (but not limited to): time-series forecasting, linear and logistic regression, Bayesian inference etc • Ability to extract features from the data by clustering, dimensionality reduction etc • Demonstrated attention to detail and focus on quality, while retaining the ability to see the big picture. • Ability to operate effectively within a team and autonomously. • Demonstrated skills in excel • Ability to adapt analytical insight to effectively communicate findings appropriate for the audience • Willingness to share knowledge and coach other team members on leveraging analytical insights and developing other analytical approaches • Sound business acumen. • Good communication skills (both written and verbal). • A positive attitude and proactive approach to activities. • Demonstrated time management skills including the ability to prioritise. • Ability to produce and present reports in different formats i.e., charting, graphs and PowerPoint
Relevant experience	• 5+ years in a similar role(s) leading a successful business analytics or business intelligence function • Practical experience in working closely with business representatives to provide risk expertise • Demonstrate strong analytical and problem solving skills. • Experience in using software for data analysis, visualisations and business insights. • Experience in banking products and processes e.g., lending and quality assurance advantageous. • Proven client relationship customer focused experience • Proven experience in building sustainable relationships • Experience in professional report writing and delivery of presentations

Your qualifications and certifications

• Relevant tertiary or professional qualifications, supported by practical experience in this or a field related to this position (mandatory)
• Specialist qualifications associated to technology Risk Management (eg Certified Information Systems Auditor, Certified in Risk and Information Systems Control)
• Other relevant industry certifications and/or memberships (recommended)

Risk responsibility

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

Relationship	Leadership
Communication	Execution

People capability profile

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

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