

<b>Position title</b>	<b>Manager Process Controls</b>
<b>Division</b>	Group Risk
<b>Department</b>	Group Operational Risk
<b>Direct Reports</b>	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 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 Manager Process Controls will work closely with the Head of Controls, Events & Process, Group Operational Risk, Group Assurance and first line stakeholders to provide oversight, challenge and impact the improvement of control maturity within the organisation. This will include:

- Providing support to the business to design, implement, test and monitor performance of controls;
- Oversight and challenge the management of controls including leading/assisting second line reviews;
- Continuous uplift of the relevant Control Frameworks to support a targeted maturity improvement;
- 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

<b>Control Strategy and Framework</b>	<ul style="list-style-type: none"><li>• Provision of second line assurance and oversight activities in relation to the management and uplift of controls within the organisation</li><li>• Support the development of data driven continuous monitoring/control health (automated validations)</li><li>• Prepare and facilitate control related training across Line 1 and Line 2</li><li>• Support, challenge and uplift controls aligned with obligations</li><li>• Lead and/or provide guidance in line 2 assurance activities (end to end reviews)</li><li>• Support, challenge and uplift process mapping capability across the business</li></ul>
<b>Leadership</b>	<ul style="list-style-type: none"><li>• Lead by example in demonstrating clear support for the Bank's vision.</li><li>• 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.</li></ul>
<b>Customer and Partner Service</b>	<ul style="list-style-type: none"><li>• Communicate effectively to build and sustain working relationships with internal and external customers.</li><li>• Assist with control consultancy and provide expert guidance to assist business units to make informed decisions regarding approach to controls management including the effectiveness of controls.</li></ul>
<b>Risk</b>	<ul style="list-style-type: none"><li>• Ensure all mandatory risk requirements are met.</li><li>• Support first line business areas in ensuring that the Bank's control framework and approach is implemented and undertaken in a timely manner and reporting of events or incidents of non-compliance.</li><li>• Lead an effective risk culture by proactively discussing risk and controls within the business, as well as routinely in business unit forums.</li></ul>
<b>Values</b>	<ul style="list-style-type: none"><li>• Demonstrate consistent behaviour in accordance with the Bendigo and Adelaide Bank Values of Teamwork, Integrity, Performance, Engagement, Leadership and Passion</li></ul>

### Your knowledge, skills and experience

<b>Knowledge &amp; skills</b>	<ul style="list-style-type: none"><li>• Strong understanding of the Risk Management Framework</li><li>• Demonstrated experience in control assurance and or control development</li><li>• Demonstrated experience in process mapping, identifying process level risks and controls</li><li>• Ability to write/develop policies/frameworks</li><li>• Ability to effectively communicate with stakeholders at all levels</li><li>• Understanding of the Financial Services regulatory landscape</li><li>• Strong influencing and analytical skills.</li><li>• Ability to work autonomously</li></ul>
<b>Relevant experience</b>	<ul style="list-style-type: none"><li>• 3+ years in a comparable role ie second line control oversight, first line controls, internal audit or other relatable role</li></ul>

### Your qualifications and certifications

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

<ul style="list-style-type: none"><li>• 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.</li></ul>
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## CAPABILITY PROFILE

### Key people capabilities

<b>Partnering</b>	<b>Role Expertise</b>
<b>Communication</b>	<b>Relationships</b>

### People capability profile

<b>Relationships</b>	<b>Communication</b>	<b>Partnering</b>	<b>Role Expertise</b>
Builds and maintains productive relationships with trust and integrity. Works collaboratively and is open to the perspectives of others.	Effectively expresses thoughts, ideas and information. Actively listens and adapts communication style. Engages, influences and connects to our purpose to tell our story.	Acts with intent to build sustainable partnerships with customers, community and stakeholders to deliver shared value and achieve business outcomes.	Maintains role-specific standards and applies knowledge, skills and experience on-the-job
<b>Advanced</b>	<b>Advanced</b>	<b>Advanced</b>	<b>Advanced</b>

### Role motivators

<b>Expertise</b>	Being recognised for specialist knowledge, providing specialist advice.
<b>Autonomy</b>	Being independent, self-sufficient, having minimal supervision.
<b>Pressure</b>	Working under time pressure and demanding deadlines.