

ROLE PURPOSE STATEMENT TEMPLATE

Position	Reports to	
Senior Manager Fraud Strategy	Head Of Performance & Delivery	
Division	Group #	
Fraud Operations (FO)	5	
Purpose	Capabilities, Experience & Qualification Requirements	
<p>There is significant change occurring in our operational environment, in particular:</p> <ul style="list-style-type: none"> the rapidly increasing volume and cost of fraud and scams impacting our customers and creating serious operational pressure across our teams and the broader enterprise. the unprecedented and increasing level of Government, law enforcement and regulator interest in fraud and scams which is in turn driving demand for our input to a range of internal, industry and cross-sectoral forums; the integration of fraud (including scams) into the broader NAB financial crime ecosystem; and the financial crime reset process and associated implementation of a financial crime success state. the requirement to develop and implement a new NAB Anti-Fraud Policy and Fraud Strategy including integration across customer divisions. 	<p><u>Essential capabilities</u></p> <ul style="list-style-type: none"> Demonstrated knowledge and contemporaneous experience of the fraud and scams environment including legislation, policy, internal and external stakeholders and strategic direction. Demonstrated, deep knowledge and contemporaneous experience of NAB's fraud and scams processes, controls and risks, in particular the role of FO in managing the risks of digital fraud and scams. Demonstrated knowledge and contemporaneous experience in developing and implementing integrated fraud prevention, detection and operations responses with a focus on digital fraud and scams <p><u>Other capabilities</u></p> <ul style="list-style-type: none"> Demonstrated knowledge and experience of NAB fraud and scam capabilities including technological, process, people, controls and systems 	<p><u>Experience</u></p> <ul style="list-style-type: none"> At least seven years leadership experience in specialist fraud and scam prevention, detection and operations roles with a specific focus on digital fraud and scams. Experience in strategy development Experience in executive level communications & document writing
	<p><u>Qualification Requirements</u></p> <ul style="list-style-type: none"> AOM Certification, ACFE qualifications highly desirable 	
Key Decisions	Key Accountabilities	
The role must align with the decision-making authority of the Executive Fraud Operations broader EO / T&EO direction and practice	<p>The role is accountable for:</p> <ul style="list-style-type: none"> Drafting, implementing and monitoring of FO Strategies and ensuring alignment with Enterprise strategies (Scams Strategy, Tech, Edge, EO etc.) Leading external industry engagement in relation to fraud & scams to ensure NAB is positioned as a well-respected and active leader across the industry. Includes 	