Job description

Role Information

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| **Role Title:** | Advice Standards Manager |
| **Business Unit/Function:** | Customer Platforms | **Division:** | Stores & Specialty Banking |
| **Pay Band:** | Fixed Salary 6 | **Location** | Brisbane |
| **Leader Profile:** | Team Member |
| **Role Reports to** (role title)**:** | National Manager Suncorp Advice |
| **Direct Reports (role titles):** | N/A |

Team Member Accountabilities

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| **To be achieved by all Team Members** |
| * Understands how to contribute to team, business and group priorities and drives priorities with a sense of purpose.
* Collaborates across and within teams and build strong relationships with customers to match the right solution to each customer’s needs – placing the customer at the heart of decisions.
* Knows and clarifies what’s expected, taking accountability to resolve problems and set high personal standards to deliver timely results in a changing environment.
* Builds strong relationships, works effectively in diverse and flexible teams, takes ownership for learning and development and takes action to enhance own and others’ safety and wellbeing.
* Keeps things simple while driving innovation, removing blockages and anticipates and adapts to changing market and business challenges.
* Manages the quality of own data input and proactively helps identify risks and issues.
* Role model the Suncorp Values, Code of Conduct and Leader
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| **Prepared by:***(Name & position)* | Steven O’DonoghueNational Manager Suncorp Advice | **Date:** | 20/09/2017 |
| **Approved by:***(Name & position)* | Chris Britton Head of Specialist Platforms | **Date:** | 20/09/2017 |

Role Specification

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| **Objective of the Role** |
| The purpose of this role is to be responsible for and support the business to meet its regulatory requirements through ensuring adherence to the risk and compliance framework. The role will work closely with Line 1A and Line 1B lines of defence and play a privotal part in protecting the best interests of customers and the reputation of Suncorp.The role also will represent Suncorp Advice at various internal compliance and risk related forums. |

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| **Key Accountabilities** |
| * Ensure Business readiness – impact assessment of new legislation/regulation
* Ensure changes to legislation, regulation or Group requirements are understood and implemented within the business in a timely and effective manner
* Develop and manage the implementation and communication of compliance policies and procedures
* Create, update and manage key Planner tools such as standard operating procedures, manual, guidelines, templates etc
* Support the team to meet compliance objectives with corporate policies and procedures, as well as complying with industry code of practice and legislative requirements.
* To build and maintain effective working relationships with key stakeholders
* Work across the team collaboratively to solve issues, take opportunities and promote new ideas for consideration.
* Represent the business at relevant risk and compliance meetings/committees and keep the National Manager Suncorp Advice updated
* Provide specialist support to Planners and the business on compliance and advice matters
* Form part of and help drive Regulatory Change Working Groups to implement Regulatory Change into the business
* Manage and implement technical product and advice changes
* Develop and deliver appropriate training and coaching (one on one and group level) including presenting at the monthly updates, Professional Development Days etc
* Oversee Conseqence Management Plans for Planners
* Oversee recruitment and offboarding of Planners from a compliance point of view
* Promote a culture of compliance
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| **Key Stakeholder Relationships** |
| **Internal Relationships*** Suncorp Advice team
* Specialist Platforms team
* S&SB Department
* Working with peers to ensure effective support and service delivery

**External Relationships*** Community & Business contacts.
* Relevant industry bodies, associations and networks
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Person Specification

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| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| **Qualifications*** RG146
* Relevant tertiary qualification highly regarded

**Experience** (minimum type and level of experience required to perform the role)* Demonstrable experience of 5-7years or more within a similar position within the financial services industry.

**Capabilities*** Ability to work independently with competing priorities and meet associated deadlines
* Problem solving – ability to seek out information and break down problems and situations into simple lists of components
* High attention to detail
* Strong time management skills with proven prioritisation capability
* Strong planning skills with commitment to providing high levels of service whilst delivering high quality solutions within required timeframes
* Adaptable and responsive to a continuously changing environment
* Be proactive and strive for continous improvement
* Analytical skills- to be able to identify gaps and areas for improvement
* Excellent written and verbal communication
* Advanced knowledge of the Microsoft Office suite of programs

**Knowledge*** A sound understanding of the regulatory environment confronting the financial planning industry and relevant legislation
* To remain up-to-date with developments within the financial services industry with particular emphasis on superannuation, retirement planning, investments, life risk advice, commissions, Centrelink and taxation
* Understanding of FoFA
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