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| Role Information  |  |
| **Role Title:** | Risk Lead |
| **Function:** | Customer Platforms | **Area** | Contact Centre |
| **Pay Band:** | Fixed Salary 5 | **Location** | Any |
| **Leader level:** | Team Member |
| **Role Reports to (role title):** | EM Change, Risk and Communications |
| **Direct Reports (role titles):** | None |

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| Team Member Accountabilities |
| **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 Our Compass Behaviours and Code of Conduct.
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| Role Specification |
| **Objective of the Role** |
| The Risk Lead plays a key role in the successful business delivery of the Customer Engagement Platform and Contact Centre Business Improvement Program (BIP) by proactively identifying risk and compliance issues and actively engaging and sourcing complete solutions from the legal, risk and compliance communities. The role also involves developing and executing an effective risk and compliance governance framework to deliver the end state solutions. They will also provide expert risk and compliance advice and knowledge relating to the impacted business functions to assist in the successful planning, implementation and rollout of the Customer Engagement Platform and Contact Centre BIP. |
| **Key Accountabilities** |
| **Operating Model Design*** Responsible for developing and implementing the risk and compliance management framework, policies and procedures for the effective business delivery of the Customer Engagement platform and Contact Centre BIP.
* Provide high level risk and compliance advice, guidance and support to relevant key stakeholders.
* Has a willingness and drive to take ownership for overcoming risk and compliance issues and obstacles identified in the business delivery of the Customer Engagement Platform and Contact Centre BIP.
* Considers and applies risk and compliance management practices in all activities and proactively helps identify and mitigate potential risks and issues.
* Ensure the appropriate management, reporting, review and escalation of risks, breaches, incidents and other areas of risk management within appropriate timeframes.
* Will work collaboratively with key stakeholders to review and implement effective risk and compliance management processes and systems as well as the governance framework to support these.
* Keeps up to date with legislative, competitor and regulatory developments and supports the business delivery in relation to risk and compliance activities.

**Business Delivery** * Provides input to the Customer Engagement Platform and Contact Centre BIP team to ensure risk and compliance requirements are incorporated in the business planning, implementation and rollout of the customer engagement program.
* Identifies and documents the change requirements to the risk and compliance business processes, training, policies and procedures.
* Create and maintain the project IRAT and ensure all recorded risks, issues and associated action items are proactively addressed.
* Evaluate project impacts and escalate issues and risk appropriately.
* Liaise where relevant with other key Group business programs or streams of work e.g. One Suncorp streams of Privacy, Anti-Hawking, Advice, Consent Model.
* Recommends appropriate action to manage any impacts to the business and our customers.
* Provide thought leadership in the application of a system thinking approach to business design in support of the strategic priorities of the Group.
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| **Key Stakeholder Relationships** |
| **Internal Relationships*** Customer Engagement Platform and Contact Centres BIP broader team.
* Management and employees from the frontline, processing and claims team including product teams from Insurance and Banking & Wealth.
* Customer Experience and Design community.
* Key Risk and Compliance stakeholders across all lines of defence

**External Relationships*** Verint program team and management representatives.
* Regulatory bodies as appropriate (i.e. AUSTRAC, ASIC, APRA, ACCC)
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| Person Specification |
| **Key job requirements** |
| **Qualifications** * Degree in Business or related field is mandatory.
* Memberships of related professional bodies is desirable e.g. Australian Institute of Management, Institute of Internal Auditors

**Experience** * Previous experience in a risk and compliance role with an emphasis on business delivery of large scale, corporate technology projects.
* Experience in the Financial Services industry considered a must.
* Strong problem solving experience in risk and compliance and ability to conceptualise and drive solutions across a diverse range of business functions and processes.
* Applied human-centred design experience.
* Skilled facilitator, with strong presence, presentation and storytelling expertise.
* Experience in building successful customer relationships at all levels and influencing senior stakeholders.
* Strong risk and compliance knowledge of the business across all functions, including insurance, banking and wealth.
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| **Key Capabilities/Technical Competencies** (skills, knowledge, technical or specialist capabilities) |
| * Strong analytical skills with proven ability to translate insights into workable solutions, actionable plans/recommendations.
* Strong understanding of how to design and execute a risk and compliance framework and possess the ability to solve complex business problems and the ability to drive solutions across the business to achieve a successful outcome for the customer engagement program.
* Ability to draw on a broad range of information and apply a lateral approach to problem solving.
* Seek out information and break down problems into simple components, options or alternatives.
* Proven ability to deliver business results through the management of business activities and/or initiatives on time, on budget and aligned to business goals and objectives.
* Highly developed business writing skills that cater to the various levels in the Group.
* Highly developed interpersonal skills and oral communication skills with an ability to communicate at all levels of the organisation.
* Very strong ability to develop relationships, work effectively with others, consider needs and potential contributions of others with the ability to influence others to move toward consensus.
* The ability to contribute to and understand complex and strategic perspectives, and translate to tactical actions.
* Strong ability to approach business issues from a strategic perspective, and understand the motivations of other parties, to achieve desired outcomes.
* Disciplined approach to planning, organising and decision making.
* Ability to cope with pressure and prioritise workload to meet timeframes.
* Ability to work autonomously within a small team framework.
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