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| **Position title** | **Learning Lead, Risk and Compliance** |
| **Division** | Risk |
| **Department** | Group Regulatory Compliance |
| **Direct Reports** | No |

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| **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. |

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| **ROLE PROFILE** |

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| **Your division, your team** |
| The Group Risk division is made up of six key functions which include Group Operational Risk, Regulatory Compliance, Financial Crimes Risk, Credit Risk, Financial Risk & Modelling and Risk Governance & Analytics. Group Risk’s purpose is to continuously improve and refine the Group’s Risk Management Framework, culture and capabilities which support and align with the Bank’s vision, strategy, and values.**Group Regulatory Compliance (GRC)** is an independent function sitting in the second line of defence and has responsibility for overseeing the effectiveness of the Group’s compliance with its obligations. This includes communication and training about the implementation of the Group’s Regulatory Compliance and Risk Frameworks so that the business can effectively manage and monitor compliance obligations in line with the stated risk appetite setting. |

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| **The purpose of your role** |
| The purpose of the role is to:* Partnering with 2LOD SMEs and 1LOD learning leads, design and develop 2LOD learning program for risk and compliance staff within the Group.
* Be responsible for the review, maintenance and ongoing delivery of such learning and any supporting, relevant self-help materials which includes their monitoring and updating.
* Assist in coordinating regular and ad hoc communications for the Risk Division.
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| **Your core relationships** |
| To be effective in the role the person is expected to maintain strong relationships with management and staff from across the Group and external stakeholders including:* 2LOD SMEs
* 1LOD learning leads
* People & Culture Organisational Capability i.e., the BEN U Team
* Change and Communications
* External Learning Partners (as needed)
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| **What you’re accountable for** |
| **Training** | * Analysis of the Risk and Compliance learning needs of the Group and liaise with relevant 2LOD SMEs and 1LOD learning leads about new and ongoing learning
* Providing recommendations for learning that will continue to improve overall quality.
* Review learning and provide feedback to ensure that it meets minimum standards and the BEN U learning philosophy.
* Facilitate the regular review and evaluation of learning including post implementation reviews of learning programs delivered to the business where applicable.
* Promoting awareness of the tools available for learning and development.
* Manage a learning plan and calendar.
* Helping design and develop learning experiences and solutions that include appropriate formal and informal learning solutions, resources, and performance support, ensuring that business, performance, and learner requirements are met. Create learning content using contemporary learning design principles and appropriate content authoring tools, to ensure content is aligned with needs analysis and learning solution design and assessment strategy. Editing content when required to maintain, accuracy and relevance.
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| **Communication** | * Consultation with 2LOD risk and compliance SMEs in regard to new communications
* Supporting the development of regular and ad-hoc 2LOD risk and compliance communications
* Providing recommendations for 2LOD communication that will continue to improve overall quality.
* Review communication and provide feedback to ensure key messages are clear and consistent.
* Assist in delivering communications where needed.
* Manage the Communication Plan.
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| **Relationship and stakeholder management** | * Developing trusted relationships with internal stakeholders.
* Demonstrate a strong level of organisational awareness (culture and vision).
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| **Values** | * Demonstrate consistent behaviour in accordance with the Bendigo and Adelaide Bank Values of Teamwork, Integrity, Performance, Engagement, Leadership and Passion.
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| **Your knowledge, skills and experience** |
| **Knowledge & skills** | * Demonstrated initiative, resourcefulness and integrity.
* Strong organisational and time management skills.
* High level of verbal and written communication skills.
* Ability to build strong relationships with internal customers and effectively liaise with all levels of staff.
* Ability to manage multiple tasks or priorities, formulate plans and consistently deliver on agreed outcomes and deadlines.
* Ability to plan, develop and deliver learning and coaching sessions.
* Well-developed problem-solving skills.
* Well-developed report writing skills.
* Ability to collaborate with SMEs to achieve learning and communication objectives.
* Ability to design learning solutions in contemporary and creative ways, maximising technology, learning on-the-job and achieve or exceed customer expectations and business objectives in a commercial environment
* Animation, video editing and HTML design skills would be highly regarded
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| **Relevant experience** | * Relevant experience in financial services industry.
* Demonstrated knowledge of operational risk management frameworks and related processes.
* Learning and development experience or qualification highly desirable.
* Extensive experience with Microsoft Office, Sharepoint and content authoring tools.
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| **Your qualifications and certifications** |
| Certificate IV in Training and Assessment or relevant on the job experience Member of relevant Professional Association/Institutes and external networking groups |

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| **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 appropriately. |

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| **CAPABILITY PROFILE** |



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| **Key people capabilities** |
| **Communication** | **Results Focused** |
| **Partnering** | **Customer Focus** |

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| **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** | **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** | **Intermediate** | **Intermediate** | **Intermediate** |
| **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** | **Intermediate** |  |  |