

Position title	Senior Manager Risk and Compliance
Division	Chief of Staff
Department	Shared Services Risk
Direct Reports	Risk and Compliance Managers

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

The purpose of your role

The Senior Manager Risk and Compliance is responsible for leading the further development, implementation, and management of the risk and compliance framework for the division and working with the wider Divisional Risk team, Business Units, and project teams to implement and manage Risk and Compliance Frameworks within the division.

The Risk & Compliance team is responsible for:

- Having a clear understanding of the division's regulatory obligations
- Defining clear accountability and responsibility for each relevant regulatory obligation; and
- Implementing and operating a validation program and monitoring activities to demonstrate compliance with each regulatory obligation, including compliance surveys.

This includes supporting the division in leading the following compliance activities:

- leading the assessment of operational risks events around compliance breaches
- leading the management of any subsequent action plans; and
- leading ongoing reporting to both Group Compliance, the Division as well as the various Business Units.

Your core relationships

This position reports to the Chief of Staff and will be part of the Divisional Leadership team. It also works closely with other members of the Divisional Risk teams, various business units and Group Regulatory Compliance to enhance and further develop a strong risk and compliance culture.

This role is responsible for developing and maintaining key working relationships with senior management, Group Risk and Compliance, Group Legal, and relevant external stakeholders.

What you're accountable for

Leadership

- Lead the risk and compliance function for the division and the development of a high performing team
- Promote a strong risk and compliance culture (through education, support, and awareness)
- Lead and influence staff in their achievements of their KPI's
- Be an integral part of the division Risk leadership team and help manage and lead interdependencies within the broader Division Risk team
- Build effective relationships across the organisation
- Manage the expectations of the regulators during audits and oversight inspections
- Promote and support operational efficiency in processes and practices
- Manage ad hoc projects as they arise
- Identify and lead cross divisional risk and compliance work to the greatest extent possible
- Identify and lead opportunities to harmonise risk and compliance practices across the group wherever possible
- Contribute resources where needed to Divisional 1st Line of Defence teams to support a consistent management approach by participating in cross-Divisional compliance activities relating to regulatory change and associated control design and monitoring.

Risk & Compliance Management

- Develop, implement, and maintain Compliance Plans across the division
- Lead the identification and management of relevant compliance obligations for the division including the translation of these into risks and controls
- Assess regulatory change impacts and support business implementation
- Prepare regulatory responses and notifications
- Review the obligations register
- Review policies and other relevant documentation
- Identify and support additional training that may be required
- Ensure testing of compliance obligations are of a high standard, contain quality reporting, and are undertaken within required timeframes
- Perform all tasks in line with the Operational Risk Management and Regulatory Compliance Frameworks
- Ensure all activities and 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 as required
- Complete all risk and compliance training required by the bank within given timeframes
- Maintain an active presence across all areas of risk demonstrated by sharing of information, reporting and escalation of any breaches or risks, proactively monitor and assess risk environment within the division and recommend areas for improvement to the Senior Manager Compliance and each relevant Business Unit Head
- Proactively consider trends and internal/external factors and provide information to relevant parties for consideration
- Ensure all breaches are recorded, assessed, and reported within the required breach assessment timeframes, including appropriate engagement with stakeholders
- Work with the Divisional Operational Risk team to ensure that the department registers (e.g., risk register and any others) are updated in relation to events that impact compliance obligations

What you're accountable for

Risk and Compliance monitoring and reporting	<ul style="list-style-type: none"> Investigate Operational Risk Events including recording and completion of the required assessments, providing regular reporting on the status of risk events and other related matters Lead the implementation, testing and review of Business Continuity Plans and Business Impact Analysis within given timeframes (where relevant) Ensure that Business Unit risk registers remain current Facilitate and/or participate in the review of key activities including Risk Control Self-Assessments, Treatment Plans, Scenario Analysis, Root Cause Analysis and Control Validations within the Divisional Governance Tool Develop, document and test controls for relevant risk and compliance obligations Develop, document, and execute process quality assurance testing Develop and monitor Key Risk Indicators Ensure the timely and satisfactory resolution of all items relating to Operational Risk Reporting, Audit Reports, and external reviews Leadership and management of risk and compliance audit process (internal / external) Provide regular updates to senior management about relevant changes to the regulatory environment affecting the division Ensure that all Board and Committee papers are prepared in accordance with the relevant charters
Relationship Management	<ul style="list-style-type: none"> Provide risk and compliance advice and support to ensure that all risk and compliance obligations are met Develop and maintain effective working relationships with Business Units to achieve agreed objectives Act as a point of reference between Business Units, Group Risk functions and Group Assurance
Policies, procedures, and documentation	<ul style="list-style-type: none"> Assist in the development and implementation of risk and compliance policies and procedures to ensure they meet regulatory and Group Regulatory Compliance requirements Support the business in identifying and documenting process risks and controls within centralised divisional risk tools
Operational Risk & Regulatory projects	<ul style="list-style-type: none"> Research proposed legislative and regulatory changes, working with stakeholders to determine the impact on the Division. Lead and participate in regulatory reform projects as required to ensure new legislation is implemented effectively
Values	<ul style="list-style-type: none"> Act in accordance with 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.

Your knowledge, skills, and experience

Knowledge & skills

- Highly developed influencing and communication skills, including the ability to present and engage with staff at all levels including senior and executive management
- Strong collaboration and relationship management to deliver on organisational outcomes
- Strong problem solving and time management skills.
- Proven ability to manage multiple tasks and meet deadlines
- Self-driven, inquisitive, highly motivated, adaptable, ability to work autonomously and part of a team
- Maintains a positive work environment and motivates others to achieve team goals
- Strong attention to detail
- Demonstrated experience in leading and building teams, management, and supervision of professional staff across multiple geographies and functions
- High level negotiation, interpersonal and presentation skills
- Ability to build internal and external relationships to facilitate risk and compliance knowledge
- Knowledge of corporate governance principles and requirements
- Demonstrated technical skills with well-developed expertise across compliance and risk activities
- Strong report writing skills and the ability to communicate complex reporting issues and requirements to all levels of employees and stakeholders, in particular senior and executive management
- Demonstrated partner and customer focus

Relevant experience

- Essential: 10+ years Risk and Compliance experience in Banking and Financial Services with a strong compliance focus (Line 1 or 2 risk roles)
- Proven relevant product, compliance, risk, or legal experience gained within a financial institutions or regulator
- Proven experience in interpreting and analysing regulation/legislation
- Strong understanding and practical working knowledge of Operational Risk and Compliance Frameworks
- Sound understanding of Banking operations, products, policies, and procedures (previous experience across relevant banking segments is highly desirable)
- An understanding of the wider industry including legislation and regulatory requirements
- Prior experience in a similar role

Your qualifications and certifications

- Tertiary education in Law, Risk Management, accounting, finance, economics, commerce, or related field
- Proven relevant product, compliance, risk or legal experience gained within a Financial Institutions or regulator
- Proven experience in interpreting and analysing regulation/legislation
- Knowledge of Financial Services and related markets.
- Prior experience in a similar role
- 10 + years banking experience, preferably in relevant credit risk and relationship roles in relevant corporate banking segments

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 to appropriately.

Personal Operational Risk training completed on time.

CAPABILITY PROFILE

Key people capabilities

Grow Others	Relationships
Customer Focus	Commerciality

People capability profile

Relationships Builds and maintains productive relationships with trust and integrity. Works collaboratively and is open to the perspectives of others.	Results Focus Sets and manages relevant goals. Is mindful of and responds to the business environment. Asks for help and reviews for learning.	Grow Self Grows knowledge, is curious and proactively applies learning. Builds resilience and is mindful of impact on others.	Role Expertise Maintains role-specific standards and applies knowledge, skills and experience on-the-job.
Communication Effectively expresses thoughts, ideas, and information. Actively listens and adapts communication style. Engages, influences, and connects to our purpose to tell our story.	Execution Makes well-considered decisions, plans, and delivers quality outcomes. Problem solves and acts with integrity. Holds self and others accountable.	Grow Others Develops others by sharing feedback, recognising and celebrating outcomes. Connects with others to guide, empower, and inspire.	Customer Focus Identifies customer goals, makes relevant recommendations, and takes appropriate timely action. Collaborates across the business to deliver best outcomes for the customer.
Partnering Acts with intent to build sustainable partnerships with customers, community, and stakeholders to deliver shared value and achieve business outcomes.	Innovation Constructively challenges the status quo and offers alternatives. Seeks to improve ways of working and is open to new ideas and experiences.	Future Ready Exchanges and respectfully challenges perspectives and approaches. Anticipates, embraces, and promotes change to achieve our vision for today and tomorrow.	Commerciality 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.