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| **Position title** | **Operational Risk Manager** |
| **Division** | Consumer Banking |
| **Department** | Consumer Risk (CRAA- Consumer Risk Advice & Assurance) |
| **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 Consumer Banking Division of Bendigo and Adelaide Bank works closely with our key stakeholders – Customers, Staff, Partners and Investors. Our purpose is to actively engage our customers, understand their financial needs and goals and deliver an exceptional customer experience through their channel of choice. In order to successfully achieve the Bank’s vision of being Australia’s Bank of choice the Consumer Banking Division focus on our five key pillars – Products and Channels, Customer and Partner, Process, Risk and People and Culture resulting in successful customer, operational and financial outcomes. Underpinning all our interactions and strong customer commitment are our values determining how we behave with each other, our customers, and our partners – Teamwork, Integrity, Performance, Engagement, Leadership and Passion |

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| **The purpose of your role** |
| The Operational Risk Manager role is responsible for several key matters (at the discretion of the Senior Manager - Risk & Compliance) in relation to implementing and managing the risk and compliance framework within Consumer Banking. This includes embedding the Operational Risk Management Framework within the Consumer Banking division, by ensuring that all risk and compliance activities are undertaken in a timely and accurate manner and escalated where relevant.  This position reports to the Senior Manager Risk and Compliance but also works closely with other members of the Consumer Risk team, various Consumer Banking business units and Group Operational Risk to enhance the further development of a strong risk and compliance culture. |

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| **Your core relationships** |
| Consumer Banking Risk (**CBR**) is a centre of expertise for risk management and compliance across the whole of the Consumer Banking Division and provides strategy, risk appetite, governance, policy and framework support to the businesses within Consumer Banking to drive sound risk management practice. This includes providing guidance, assistance and support to relevant Board & Board/Management Committee members, Senior Management, internal and external stakeholders and providing leadership to enhance the further development of a strong risk and compliance culture across Consumer Banking |

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| **What you’re accountable for** | |
| **Operational Risk management** | * Perform all tasks in line with the Risk Management Framework (RMF). * 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 Consumer Banking and recommend areas for improvement to the Senior Manager Risk & Compliance and each relevant Business Unit Head. * Ensure that department registers are updated in relation to findings that impact the relevant Consumer Banking division. * Producing papers for and providing input into the Divisional Operational Risk Committee Meetings. * Facilitation of Change Initiative and Business Unit’s RCSAs workshops and/or meetings as per the RCSA procedures. * Facilitate and/or participate in the review of treatment plans, scenario analysis, root cause analysis and control validations. * Developing, identification and monitoring of Key Risk Indicators. * Responsibility for the preparation and validation of responses for the relevant division’s Risk Declaration. * Primary responsibility for investigating all events and for recording and completing the required assessments CURA are updated in relation to events that impact the relevant Consumer Banking division * Responsibility for the implementation, testing and review of the business continuity plan and business impact analysis within given timeframes (where relevant). * Support the Senior Manager Risk & Compliance with any risk activity relevant for the Consumer Banking division. |
| **Leadership** | * Promote a strong risk culture (through education, support and awareness) * Be an integral part of the Consumer Risk team, establishing and maintaining relationships with key business units within the Bank and managing ad hoc projects as they arise. * Build effective relationships across the organisation * Promote and support operational efficiency in processes and practices |
| **Risk & Compliance** | * Ensure work practices are conducted in accordance with all Bank compliance requirements, as specified in Bank policy, corporate and business unit procedures and the staff handbook and identify and report instances of non-compliance to your manager. * Personal Operational risk training completed on time |

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| **Your knowledge, skills and experience** | |
| **Knowledge & skills** | * Essential: 3-5+ years of Operational Risk in Banking & Financial Services (Line 1 or 2 Risk roles). * Sound understanding of an enterprise risk management framework, and/or Consumer Banking’s operations, products, policies and procedures is a bonus. * Previous experience in Compliance or Audit is highly desirable. |
| **Relevant experience** | * Previous experience in Operational Risk roles in Banking & Financial Services * Previous experience in Compliance or Audit is highly desirable. |

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| **Your qualifications and certifications** |
| Tertiary qualifications or certificates in either Banking, Finance, Accounting or Risk management are highly desirable. |

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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 to appropriately. |

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| **CAPABILITY PROFILE** |

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| **Key people capabilities** | |
| **Role Expertise** | **Partnering** |
| **Execution** | **Communication** |

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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. |
| **Intermediate** | **Intermediate** | **Intermediate** | **Intermediate** |
| **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. |
| **Intermediate** | **Intermediate** | **Foundational** | **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. |
| **Intermediate** | **Foundational** | **Intermediate** | **Intermediate** |

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| **Role motivators** | |
| **Achievement** | Accountable and wants to achieve above and beyond. Responsible for closure of actions assigned and strives to achieve goals |
| **Belonging** | Team player who thrives on building meaningful connections. Looks to work in supportive and collaborative environments |
| **Variety** | Likes the challenge of multitasking different stakeholders and timelines. |