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| **Position title** | **Regulatory Compliance Manager** |
| **Division** | Group 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 the implementation of the Group’s Regulatory Compliance Framework and providing advice and challenging the business to effectively manage and monitor compliance obligations in line with the stated risk appetite setting. |

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| **The purpose of your role** |
| The Regulatory Compliance Manager is key in oversighting the Group’s compliance with applicable laws and regulations and is responsible for the monitoring and review of the end-to-end compliance lifecycle including compliance breaches, compliance monitoring, second line compliance plans, regulatory change and regulator requests. This role will also be providing compliance advice and challenging the business in how they are identifying and managing compliance obligations, incidents and risks.  The role includes:   * Oversight and challenge of first line of defence to ensure business operations and practices align with frameworks, policies, regulatory obligations, and the risk appetite of the Group * Reviewing compliance breaches and related remediation activities, conducting compliance monitoring and responding to requests from relevant regulators * Reviewing the compliance impact of regulatory change in conjunction with the business to provide practical business solutions to meet compliance obligations and timeframes * Working closely with business stakeholders, senior management and Group Legal to interpret and assess compliance obligations while meeting regulatory timeframes and expectations * Communicating with key business stakeholders in a timely, practical and engaging way * Promoting behaviours that foster a good risk and compliance culture throughout the Group and promote GRC as a provider of professional services/trusted advisor internally, and facilitating strong and trusted relationships with regulators externally * Challenging the status quo and looking to improve or maintain compliance outcomes while reducing (or not unduly increasing) compliance costs * Undertaking work as required to help deliver GRC’s Strategic Plan (as approved from time to time) |

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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 (as required). |

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| **What you’re accountable for** | |
| **Implement and promote continuous maturity of the compliance framework** | * Implement and contribute to the evolution of the Group’s Compliance Framework including compliance monitoring programs * Conduct compliance monitoring including through compliance plans, thematic reviews and deep dives * Drive improvement to the Group’s compliance culture * Undertake continuous research into compliance best practice to support the ongoing evolution and management of applicable compliance obligations * Develop reports and discussion papers in relation to topical issues and better practice initiatives. These may be presented to business and senior management, and the Operational Risk Committee and Board Risk Committee * Provide technical SME advice in the implementation of regulatory change projects or on other compliance issues with a focus on helping to achieve effective compliance. |
| **Stakeholder engagement and advisory** | * Support the business in managing its obligations and ensuring an appropriate control environment is in place and operating effectively * Promote effective compliance controls across the Group * Be a proactive and positive contributor both within Group Regulatory Compliance and with key stakeholders * Promote a positive compliance culture both within Group Regulatory Compliance and across the Group and assist in maturing the compliance culture in which compliance awareness is enhanced and compliance embedded into day-to-day business decisions across the Group * Provide support to all key stakeholders in relation to them meeting regulatory compliance obligations and timeframes * Develop and maintain effective working relationships with senior leaders, business unit management, risk specialists and others as required * Maintain relationships with key internal stakeholders including Group Legal to assess and understand legislative changes impacting business strategy and work with stakeholders to achieve appropriate business outcomes. |
| **Breach Review and Assessment** | * Investigate and assess events to determine breaches of any regulatory obligations that require reporting to regulators or internally * Undertake trend analysis of breaches and design targeted education programs and self-help materials for stakeholders * Provide advice and challenge to the business in the development of appropriate treatment and remediation plans as required. |
| **Continuous improvement** | * Continuously challenge the status quo and make recommendations for improvement to the Group’s Compliance Framework, policies and procedures * Actively contribute to the Group Regulatory Compliance Strategy in transforming compliance processes and practices |
| **Values** | * Demonstrate consistent behaviour in accordance with the Bendigo and Adelaide Bank Values of Teamwork, Integrity, Performance, Engagement, Leadership and Passion * Demonstrate consistently the Critical Few Behaviours of act commercially, move fast to help customers achieve their goals, recognise people for their impact and actively challenge the status quo |

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| **Your knowledge, skills and experience** | |
| **Knowledge & skills.** | Mandatory: Be able to demonstrate each of the following (or the ability to quickly gain such skills):   * Sound understanding of the Group structure and business operations * Sound understanding of operational risk management, particularly relating to regulatory compliance * Sound knowledge of AS ISO 37301:2021 * Knowledge of current compliance trends and topical issues within the financial services industry * Sound knowledge of key legislative or regulatory requirements relevant to the particular role which may include the National Consumer Credit Protection Act, Corporations Act, ASIC Act, Banking Code of Practice, Privacy Act and APRA obligations to the extent that they relate to financial products or credit and lending products. * Highly developed oral and written communication and presentation skills * Highly developed report writing skills * Ability to effectively anticipate, plan and manage change * Ability to work under broad direction, deal with competing demands, manage multiple initiatives and effectively manage expectations of multiple stakeholders in a complex environment * Ability to understand and interpret legal advice and regulation * Ability to prioritise workload to achieve objectives * High developed customer service ethic * Highly collaborative in working with peers, including business customers * High developed customer service ethic * Attention to detail * Skilled in use of Microsoft desktop suite of products (including word, excel) |
| **Relevant experience** | * Relevant industry, legal, compliance and/or risk management experience for the seniority of the role * Practical experience in continual improvement methods and technique |

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| **Your qualifications and certifications** |
| * Certificate IV in Compliance Management (or equivalent) desirable. * Project management and process improvement skills desirable. * Tertiary degree in relevant discipline 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** |
| **Innovation** | **Future Ready** |

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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. |
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| **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. |
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| **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. |
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