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| Role Information |  | | |
| **Role Title:** | Risk & Compliance Consultant | | |
| **Function:** | People, Legal & Corporate Services (PLCS) | **Area** | Executive Office |
| **Pay Band:** | Fixed Salary 4 | **Employee Level** | Team Member |
| **Role Reports to (role title):** | Risk & Compliance Manager | | |
| **Direct Reports (role titles):** | Nil | | |

Role Specification

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| **Objective of the Role** |
| The Risk & Compliance Consultant will assist the Function in meeting its objectives through the application of effective first line of defence risk management processes. In addition, the Consultant will use tools, techniques and systems provided by the Risk & Advocacy Function to influence risk-based decision making and assist in raising risk awareness and embedding a mature and transparent risk culture across the whole Function. The Consultant will support the PLCS Risk & Compliance team, and also support delivery of Executive Office activities, including Job Ready Profiles, across the Executive Office and the Function |
| ***Key Accountabilities*** |
| **Risk Capability - Support the Function in risk identification, management and reporting as per Group risk frameworks and processes**. Examples include:  *Operational Risk*   * Support the risk assessment process for all Leaders across the Function during Operational Risk Review cycles. * Support the Advisors in the identification of controls and the development of, and adherence to, a control testing program. * Provide and support Function wide advice and support on the identification and reporting of incidents, including the raising of relevant issues and actions, detailed breach assessments, and reportable situations, ensuring adequate follow up and timely resolution. * Influence Leaders in the use of the Group / Function Risk Appetite Statement as a valuable tool for decision making. * Support risk management training and coaching across the Function, including the use of risk methodologies and tools. * Act as a Subject Matter Expert of risk knowledge for the Function. * Actively support the growth of risk maturity within the Function. * Assist the Function in adhering to the Enterprise Risk Management Framework.   *Compliance*   * Support delivery of Suncorp’s Compliance Strategy and the maintenance of the Function Compliance Profile. * Identify and understand the key Compliance Obligations that apply to the Function. * Support consistent, effective and transparent documenting of Compliance Obligations and regulatory change, including supporting resolution of breaches of obligations. * Support integration risk and obligation management into day-to-day business operations. * Consistently demonstrate a culture of ethical conduct that is committed to managing compliance with legislative, regulatory and applicable industry code requirements. * Support the effective monitoring and reporting of Function compliance risks to Management.   *Project risk advice*   * Support the Advisors to provide timely and appropriate risk advice to project teams. * Facilitate the review and endorsement (where required) of relevant project documents by the Second Line of Defence * Support the delivery of risk management training and coaching across the Function, including the use of project risk tools.   **Customer Focus - Be responsible for the end to end planning and maintenance of risk and compliance management processes providing reasonable assurance to the Leadership team as to the level of implementation and effectiveness within the Function.** Examples include:   * Regular interaction with the Advisors to provide assurance that the risk function and capabilities are aligned with the strategic goals of the Function. * Identification of key areas of improvement within the Function and support implementation of specific corrective actions.   **Work closely with the Function and Suncorp Risk Community to support the appropriate implementation and oversight of Risk & Advocacy governance processes**. Examples include:   * Communication and engagement with the Second Line of Defence on a regular basis to highlight areas of risk and compliance focus and outstanding issues. * Implement strategies developed by the Second Line of Defence into the Function and facilitate embedding of risk and compliance practices into day-to-day operations. * Participation and involvement in risk community activities.   **Support the communication of risk issues or incidents across the Function and with other risk community points, where applicable**. Examples include:   * Regular (monthly and quarterly) risk and compliance specific reporting to the Leadership Team and Second Line of Defence, highlighting the status of all key risk management activities.   **Business Continuity Management (BCM)**   * Develop a sustainable working relationship with the Enterprise Risk teams as one of the primary BCM representatives for the Function. * Support the Function at Business Continuity events. * Coordinate and drive the Business Impact Assessment process for the Function on an annual basis. * Perform regular reviews of the Continuity Planner system, ensuring accuracy of the Function’s Business Continuity Plans. |
| **Key Stakeholder Relationships** |
| * PLCS Business Leaders, Firstline Leaders and Team Members * Risk & Advocacy teams (2LoD) * Suncorp Risk Community * PLCS Partners & Suppliers |
| Person Specification |
| **Key job requirements** |
| ***Qualifications (indicate whether mandatory or desired)***   * Tertiary qualifications in Business, Compliance or Risk – Desired   ***Experience (minimum type and level of experience required to perform the role)***   * Demonstrated capability and experience in an operational role – minimum 2 years, (preferably within a risk & compliance environment) – mandatory * Ability to identify, manage and escalate, where required, problems/issues that require attention (i.e. able to find innovative solutions to problems) – mandatory * Operational experience within business operations, preferably People, Legal, Procurement, Partnering or Real Estate – highly desired * Change Management exposure – desired * Understanding of key Agile and Lean principles – desired |
| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Exceptional communications skills, both written and verbal with an ability to influence more senior stakeholders. * Strong problem solving and analytical skills coupled with highly effective judgement and decision-making capability. * Connected to, and understands, the regulatory compliance environment, including CPS230. * Good understanding of Function business practices and processes with the ability to work with key business stakeholders to ensure the most appropriate and timely solutions are delivered. * Demonstrated ability to identify business issues, take ownership, consult with relevant stakeholders, and develop and implement appropriate outcomes. * Highly developed negotiation skills to facilitate planning and determine priorities across the Function. * Strong planning and organisational skills, with a strong ability to work to deadlines and manage multiple conflicting timeframes whilst achieving timely delivery and a consistent customer service experience. * The ability to collaborate across the broader risk community for opportunities to leverage knowledge and capabilities to maximise business outcomes. * Experience of risk management processes, tool implementation and Suncorp’s risk management system (IRIIS) * Working knowledge of Risk & Compliance Management practices, risk appetite and governance concepts * Understanding of principles, practices, theories and concepts relating to risk (e.g. operational risk, compliance risk, project risks) * Knowledge of relevant regulatory requirements and Group policies and frameworks. |

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| **Prepared by:**  ***(Name & position)*** | Craig MacDonald  Risk & Compliance Manager | **Date:** | 6/11/2024 |
| **Approved by:**  ***(Name & position)*** | Jo Boom  Executive Officer | **Date:** | 6/11/2024 |