



**Name:** .....

**Reports to:** **Chief Risk Officer**

**Read and Understood All Pages:** **Signed**.....

**Date** ...../...../.....

**Our Vision**

Our vision is to be regarded as the most trusted specialist insurer within our core sectors. We will achieve this by delivering on three strategic goals: achieving sustainable profitable growth in our core sectors; having expert and engaged people; and operating profitably in order to give back to our community.

**Role summary**

Ansvar has embedded a ‘three lines of defence’ model for maximising the effectiveness of its risk management framework. The Risk and Compliance function is part of the second line of defence which is responsible for the framework of governance and risk oversight for monitoring, challenging and supporting the first line. This includes the proactive monitoring of risk management effectiveness and driving a positive risk culture across the business.

The Risk and Compliance Manager is responsible for leading the ongoing improvement of the risk management and compliance frameworks. This includes the systems and processes for, assessing, mitigating and monitoring risk, including strategic, insurance, operational, finance, compliance, credit, market and liquidity risks. The Risk and Compliance Manager is responsible for monitoring and reporting the effectiveness of the risk management and compliance frameworks.

**Key responsibilities**

The key responsibilities of the Risk and Compliance Manager are to:

1. Lead the management and ongoing improvement of the Company’s legislative and regulatory compliance framework;
2. Manage and embed the risk management framework as a core enabler to achieving the Company’s goals;
3. Liaise with internal and external stakeholders on key risk and compliance related issues;
4. Deliver professional and efficient customer service to internal colleagues, including the facilitation of risk and compliance training.
5. Contribute to developing a workplace learning environment.

**Key responsibilities (in detail)**

- 1. Lead the management and ongoing improvement of the Company’s legislative and regulatory compliance framework**
  - Identify changes in legislative and regulatory obligations and lead the development of action plans for ensuring the Company’s ongoing compliance.
  - Maintain the compliance register of obligations and work with business leaders to implement, monitor and report on the design and effectiveness of compliance risk controls.
  - Conduct operationally independent assessments of the Company’s compliance with core legislative and regulatory obligations.
  - Work with business process owners to complete the activities set out in the annual Compliance Monitoring Plan and identify opportunities for improvement.
  - Provide timely, accurate and complete reports on compliance related matters to the Chief Risk Officer and Executive Leadership Team.
  
- 2. Manage and embed the risk management framework as a core enabler to achieving the Company’s goals**
  - Act as a risk champion and source of risk expertise to the business on the risk management framework and Company policies, ensuring that these are widely understood and embedded.

- Escalate material issues promptly, acting as a referral point for the business on new risks or incidents and leading or advising on appropriate corrective action.
- Lead the ongoing evaluation and enhancement of the Company's risk culture in line with the Board and shareholder expectations.
- Maintain routine reporting for risk matters and proactively follow up matters arising in conjunction with the Chief Risk Officer.
- Work closely with key stakeholders in the ongoing evaluation and improvement of the enterprise risk management framework

### **3. Liaise with internal and external stakeholders on key risk and compliance resources and reports**

- Be the first point of contact for risk and compliance related queries and issues, providing considered guidance and advice, and referring to the Chief Risk Officer as needed.
- Support business leaders in identifying, analysing, treating and monitoring risks associated with key projects and Corporate Plan initiatives.
- Promote awareness of risk and compliance obligations across all business units.
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### **4. Deliver professional and efficient customer service to internal colleagues**

- Build and maintain effective relationships with internal colleagues at all levels.
- Ensure that all queries are responded to and resolved in a timely manner providing exceptional customer service at all times.
- Ensure efficient accessibility at all times for both Head Office and regional colleagues
- Develop and deliver training on key risk and compliance issues for internal colleague.
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### **5. Contribute to developing a workplace learning environment**

- Keep up to date with Company products, systems and procedures, as well as all relevant legislation
- Attend appropriate workshops, events and activities, as well as reading professional publications and material on relevant subjects, and sharing knowledge with team members
- Contribute to the review and development of systems, policies, practices and procedures
- Meet regularly with the Chief Risk Officer to determine priorities and deadlines, as well as to discuss progress towards objectives and gaining assistance as and when required
- Provide support and guidance to internal colleagues on systems and processes as and when required
- Assist the Chief Risk Officer on special projects including providing input on identifying key deliverables, resource requirements and timelines
- Promote the importance of embracing Ansvar's values in delivering outstanding customer service our distribution partners and customers

*You will also be required to assist the Chief Risk Officer with any other duties as required from time to time*

## **Behavioural expectations and competencies**

- Passionate about the business and highly motivated to achieve company objectives
- Respond positively to change
- Passion for delivery of high customer service and meeting deadlines
- Determination to be "The Best" both individually and as part of the organisation
- Embrace and consistently displays Ansvar's values
- Demonstrate an ability to work within a team environment with capacity to work independently with limited supervision
- Demonstrate a commitment of continual improvement for systems and processes
- Excellent listening and communication skills plus the ability to take and give constructive feedback
- Ability to create a positive working environment
- Excellent people skills and ability to build and maintain good relationships with staff, colleagues, business partners and customers
- Decisiveness on critical business issues and sound decision making
- Highly disciplined, with excellent planning and time-management skills and the ability to work effectively under tight deadlines and pressure
- Very good understanding of the roles of the other business functions
- Facilitate a work place learning environment and culture that fosters continuous improvement.

## Technical competencies and experience

- In-depth knowledge of the ASIC and APRA regulatory frameworks in which insurance companies operate, and the ability to translate these requirements into appropriate risk controls.
- Solid understanding of risk management principles and concepts, including best practice in managing risk under the Australian Financial Services Licensing (AFSL) regime.
- Sound commercial judgement and ability to design practical and proportionate risk and compliance solutions.
- Proactive, strong analytical skills, proficient in analysing the underlying issues in complex problems and relating specific issues to the overall risk management strategy.
- Proven ability to build effective relationships and to influence key stakeholders, including directors, business managers and staff
- Strong writing skills with proven ability to deliver within tight timelines.
- Excellent time management skills and ability to work autonomously with minimal supervision.
- At least 5 years' experience working in risk or compliance roles in financial services.

## Remuneration

Appropriate remuneration will apply.

## Appendix One