



Name:

Reports to: **National Operations Manager**

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 and cost effectively to give back to our community.

Our Values

- Accountable:** Doing what we say we will do
- Customer Centric:** Putting our customers at the centre of what we do
- Ethical:** Doing the right thing
- Collaborative:** Working together to leverage our diversity
- People Matter:** Respecting, recognising and developing people

Role summary

Ansvar has a 'three lines of defence' model for maximising the effectiveness of its risk management framework. The Risk & Compliance Officer is a key part of the Client Solutions Team's first line of defence and is responsible for supporting frontline staff to embed better practice compliance processes and effective risk controls. The Risk & Compliance Officer supports proactive oversight and challenge of compliance management effectiveness, delivers training and knowledge sharing activities for the Client Solutions Team and leads compliance-related projects and initiatives with the National Operations Manager. The Compliance Officer is responsible for supporting the National Operations Manager in the ongoing improvement of the frontline compliance processes.

Key responsibilities

The key responsibilities of the Risk & Compliance Officer are to:

1. Manage the day to day monitoring of the Client Solutions Team's legislative and regulatory compliance obligations
2. Assist the Client Solutions Team to effectively manage current and emerging risks
3. Provide support to the Client Solutions Team leaders in enhancing the effectiveness of compliance processes and resources
4. Liaise with internal and external stakeholders on key risk and compliance related issues
5. Deliver professional and efficient customer service to internal colleagues
6. Contribute to developing a workplace learning environment

Key responsibilities (in detail)

1. **Manage the day to day monitoring of the Client Solutions Team's legislative and regulatory compliance obligations**
 - Assist State and Regional Managers in the identification of controls to support effective implementation and monitoring of compliance obligations.
 - Work with State and Regional Managers to complete the activities set out in the annual Compliance Monitoring Plan and identify opportunities for improvement.
 - Maintain effective compliance exception reporting to the National Operations Manager and General Manager, Client Solutions.
 - Undertake compliance-related projects and activities which support the Client Solutions Team in preparing and responding to changes in the regulatory environment (i.e. laws, regulations, APRA/ASIC and ICAA publications and guidance).
2. **Assist the Client Solutions Team to effectively manage current and emerging risks**
 - Assist the Client Solutions Team leaders to document and monitor risk exposures and controls.
 - Support the National Operations Manager in reviewing the effectiveness of key controls for significant risks.

3. Provide support to the Client Solutions Team leaders in enhancing the effectiveness of compliance processes and resources

- Research and prepare reports and presentations on changes in the legislative and regulatory environment.
- Regularly review and update risk and compliance processes and procedures in line with current legislative and regulatory obligations.
- Provide advice and assistance to the National Operations Manager and General Manager, Client Solutions on risk and compliance issues including assisting in the production of content for internal and external publications and reports.

4. Liaise with internal and external stakeholders on key risk and compliance matters

- Work closely with the Chief Risk Officer and the second line of defence, to ensure compliance with Ansvar's enterprise-wide risk management and compliance frameworks.
- Promote awareness of risk and compliance across the Client Solutions Team and promote an effective risk culture.
- Assist the National Operations Manager in educating stakeholders on risk and compliance matters, including coordinating training schedules and delivering training material.

5. 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.

6. Contribute to developing a workplace learning environment

- Keep up to date with Ansvar's policies, systems and procedures.
- 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 National Operations Manager 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 National Operations Manager 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 National Operations Manager with any other duties as required from time to time

Behavioural expectations and competencies

You will be expected to:

- Consistently demonstrate Ansvar's values in your behaviours and decision making;
- Support and respond positively to change;
- Demonstrate an ability to work within a team environment and to work independently with limited supervision;
- Demonstrate your commitment to delivering high standards of work and to consistently meet deadlines;
- Have excellent listening and communication skills plus the ability to take and give constructive feedback;
- Be highly disciplined, with excellent planning and time-management skills and the ability to work effectively under tight deadlines and pressure.

Technical competencies and experience

You must have:

- A good understanding of the role of risk and compliance functions in organisations;
- Awareness of the regulatory framework in which insurance companies operate and the ability to translate the requirements into appropriate controls;
- A modern and progressive approach to business practices;
- Good judgment and the ability to solve problems;
- Excellent analytical and abstract reasoning skills, plus excellent organisation skills
- Strong personal, written and verbal communication skills;
- Strong computer literacy skills;

- Tertiary qualifications in Risk Management, Business/Finance/Internal Audit or similar will be regarded as highly desirable;
- At least 2 years' experience working in like-type industry in Compliance, Risk Management and/or Insurance.

Remuneration

Appropriate remuneration will apply.