

Position Description

Risk & Compliance Officer

Our Vision

Northern Inland Credit Union (NICU) is committed to helping its Members find smarter ways to manage their money by offering smart financial solutions and building strong, enduring relationships. This shapes products and service delivery and drives the core strategic objective to achieve Main Financial Institution status with Members. By encouraging new Member growth, increasing the value of existing Members and exceeding Member expectations through personalised service and innovative technology, NICU is committed to being the premier local alternative to the big banks in north western NSW. NICU seeks team members who are committed to operating in a Member-centric environment.

Job Purpose

NICU is mindful of its obligations in terms of sound and prudential management to provide reassurance to its Members and the regulators. The Compliance & Risk Officer is part of the Risk & Compliance team, who assist NICU to meet its obligations. The work of the team involves:

- Maintenance of the risk management framework
- Maintenance of compliance and legal documentation, for internal use and for Member information and disclosure
- Administration of complaints
- Providing assistance generally to staff, management and directors to assist NICU to meet its compliance and regulatory obligations.
- Support the Chief Risk Officer (CRO) and Legal Services Officer (LSO)

Required Smart Values

The Compliance & Risk Officer delivers a superior level of service to colleagues, Members and stakeholders via:
* **Smart Solutions** * **Motivation** * **Achievement** * **Relationships** * **Team**. Refer to the Employee Handbook on the intranet.

Responsibilities

The Compliance & Risk Officer assists the Compliance and Risk team to achieve the timely completion of tasks, projects and plans. The Compliance & Risk Officer:

- Supports the CRO and LSO in the preparation, review and maintenance of Risk and Compliance documents and policies, including Board and Risk Management Committee (RMC) approved policies.
- Maintains the policy register and ensures policies are reviewed by owners in accordance with the policy lifecycle
- Completes compliance reviews, risk and control testing and risk assessments
- AML/CTF/KYC compliance reviews and monitoring
- Incident and breach triage, investigations, follow up, reporting and ensuring priority issues are escalated appropriately
- Maintains the regulatory schedule and assess business impacts. Support business areas impacted by regulator change, through the provision of compliance advice, and review.
- Provides compliance and risk assistance and guidance to staff and management to support NICU in meeting its Risk, compliance and regulatory obligations.
- Supports the CRO and Legal Officer in the preparation of regulatory, risk and compliance returns including ASIC returns such as ACL, AFSL and IDR and APRA returns such as Financial Claims Scheme (FCS) reconciliation and reporting
- Prepares risk and compliance reporting, including for the regulator.
- Works with the CRO to maintain financial accountability regime (FAR) and fit and proper assessment processes.
- Coordinates the complaints process as Complaints Officer, and the primary contact for the external dispute resolution service provider (AFCA); manages disputes; manages AFCA lodged complaints; manages returns to AFCA, the Code Compliance Committee and ASIC with respect to complaints.
- Supports development of a compliance training program and role-based compliance training matrix. Maintains a register of completed training and monitors completion of training, ensuring compliance requirements are met for CPD, Responsible Manager and compliance requirements.
- Acts as secretary to the Management Risk Committee and supports the CRO and LSO in developing the agenda and papers for meetings
- Translates the objectives of Board and Management Risk Committee policies and regulatory/legislative requirements into operational level policies and procedures, forms, and web content.
- Support the CRO with internal audit; consolidates audit report responses from internal audit business stakeholders and tracking of internal audit action item to completion
- Assists with proofing advertising material, documents, correspondence and Member communications
- Supports the management of deceased accounts files, queries and requests
- Manages initial contract reviews
- As Privacy Officer, is the primary contact for government departments; manages third party orders and requests for information; carries out data destruction protocols
- Coordinates vulnerable person management and documentation

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- Support the LSO in managing the Power of Attorney processes and controls
- Reviews dormancy processes and reporting
- Provides assistance to the CRO and LSO as required.

Refer to the matrix of operational policies and procedures for specific functions, activities and tasks.

Risk Management

Ensures controls are applied in accordance with Board and operational policies and procedures, particularly with regard to material risks, as identified in the Risk Register within the Board-authorized Risk Management Strategy, for which the Compliance & Risk department has a detection, monitoring, escalating or risk ownership aspect.

As an owner of material risks, effectively discharge monitoring, management and reporting obligations, including raising awareness amongst NICU stakeholders.

Position Parameters

- Performs tasks and service requirements with due diligence within the guidelines as set by the Board/Management
- Actively supports the managerial control and operations of Northern Inland
- Operates in accordance with policies, procedures and deadlines
- Uses discretion within area of delegated authority to achieve task outcomes
- Undertakes required training
- Participates in projects and continual improvement and risk management processes
- Provides supportive and meaningful guidance to management and staff as required
- Other responsibilities and duties within their skills, qualifications and experience.

Performance Review

Regular reviews against Northern Inland's objectives and values and position's objectives and competencies set by management.

Employment Conditions

Appointed by	CRO
Reports to	Legal Services Officer, with dotted line to CRO
Hours of work	Minimum part-time, 3 days per week, with reasonable additional hours as required and with reasonable notice. Preference for full time.
Location	Newcastle, with reasonable travel to other sites for work related purposes.
Remuneration	Minimum Level 6, Banking Finance and Insurance Award (the Award) and superannuation guarantee.
Leave	In accordance with the Award. Fulltime: 4 NICU Personal Leave Days per calendar year, accruing one per quarter; not cumulative. 1 Personal Leave Day in lieu of Bank Holiday per calendar year; not cumulative.

Inherent and desirable criteria

Essential	Personal Checks: Clear APRA, ASIC and criminal history checks.
	General: Presence on site during business hours. Ability to carry up to 5kg over short distances using manual handling aids.
	Qualifications & Experience: Appropriate qualifications and skills to provide effective advice and support to senior management. Prior experience in a risk and/or compliance role.
	Technical skills: knowledge and understanding of the regulatory compliance in financial service and licencing obligations in Australia e.g. ASIC, APRA, AML/CTF, NCCP and Privacy Act. Ability to develop policies and procedures. Risk management and reporting skills. Competent in using and maintaining a GRC system.
	Skills: Strong analytical, investigative and critical thinking skills. Advanced computer skills with accurate data entry skills. Superior communication skills: pleasant telephone technique; refined questioning, negotiation and listening skills; clear speaking voice; refined report preparation and presentation skills. Demonstrated ability to provide guidance to staff and Members. Prior financial institution experience with the ability to plan, prioritise and organise their own work in order to achieve results and meet deadlines. Reasoning and decision-making skills, conflict resolution and mediation skills.

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SMART THINKING

	<p>Attributes: Professional appearance. Attention to detail. Positive work ethic and demonstrated experience in interacting with team members to achieve strategic objectives. Commitment to completing training requirements. Support the management structure and take direction as required. Excellent time management and multi-tasking capabilities.</p>
Desirable	<p>Tertiary qualifications in law, finance, business or a related field, with maintenance of qualifications with ongoing study or short courses. Prior experience working in a financial institution or corporate services role. Understanding of the Banking environment and its regulatory requirements. Experience using the Triline/Drova system.</p>

Effective: 30 January 2025

I have read this Position Description. I agree to comply with its provisions. I am of good fame and character. I am a fit and proper person to carry out my obligations in an honest and fair manner. I am not an undischarged bankrupt. I undertake to advise NICU of any matters which may lead to a conflict of interest arising from my continued appointment. I acknowledge my continued appointment is subject to fit and proper checks, verification of my qualifications, and independent reference checks.

Name: Signature: Date: