

Job role: Risk Co-ordinator



Responsible to: Head of Consumer Experience

PURPOSE

To form part of the Society's 1st line of defence, supporting the business to identify, document and manage their risks. To create and provide risk management information, including KRI's and supply accurate and timely reporting to the relevant Committees on behalf of the business as required. Supporting the Heads of functions within the business in reviewing and evaluating their processes to ensure risks are captured and mitigated through robust risk management procedures and implementation of the risk management framework to help measure, monitor and control identified risks. To input in to risk events including tracking and follow up of actions and the reporting of themes and trends.

ACCOUNTABILITIES/CORE COMPETENCIES

In relation to the Society's first line risk management:

- To support the implementation and embedding of the Society's risk management framework
- To develop and maintain a good understanding of the business and its processes and procedures
- To assist the business in capturing and monitoring risks by maintaining and driving the RCSA process and ensuring action plans are maintained and followed up
- To assist the business so that risks and controls are accurately reflected, evaluated and recorded in the risk database
- To support the investigation of risk event reporting including root cause analysis and following up actions to reduce the likelihood of operational losses and to ensure our customers achieve good outcomes
- To coordinate Key Risk Indicators and support the tracking and reporting
- To coordinate the business dashboards and reporting to Conduct and Operational Risk Committee
- To manage and monitor the Third Party supplier due diligence process including committee reports and the day to day relationship with our information provider
- To maintain, review and support the testing of the Society's business continuity plan
- To maintain, review and support the testing of the Society's Operational Resilience Framework
- To update and maintain the Society's process and procedures database
- Teamwork - active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feeling and needs of others
- Technical/Professional Knowledge - maintains a high level of skill in area of expertise and performs tasks reliably, skillfully and accurately
- Persuasiveness - using appropriate techniques and approaches to overcome resistance and complaints
- Enabling Change - encourages a positive attitude to change and the initiative to take on new ideas
Recognises, considers and manages the risk of change. Focuses people, plans and activities in the right direction
- Analysis & Fact finding - securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships

KNOWLEDGE/SKILL/EXPERIENCE

- Experience in 1st line of defence operational risk management
- Knowledge and experience of working in a financial services environment with an understanding of how Banks/Building Society's operate
- Knowledge and understanding of identifying, evaluating and documenting risks and controls
- Good Excel and Word skills
- Good communication skills with an ability to operate across the business