**Position Family: Risk & Fraud**

*Fraud*

Fraud Investigations Manager [LGL.25005.5](#bookmark439)

Fraud Team Leader [LGL.25007.4](#bookmark440)

Fraud Analyst [LGL.25004.3](#bookmark441)

Fraud Investigator [LGL.25006.3](#bookmark442)

*Risk*

Chief Risk Officer [EXE.45001.7](#bookmark443)

Head of Risk [EXE.RM010.6](#bookmark444)

Senior Risk Manager [RSK.31101.6](#bookmark445)

Risk Management Manager [RFN.85401.5](#bookmark446)

Risk Management Team Leader [RFN.85401.4](#bookmark447)

Risk Management Senior Analyst [RFN.85401.3](#bookmark448)

Head of Risk Management [EXE.RM010.7](#bookmark449)

Risk Management Analyst [RFN.85401.2](#bookmark450)

**Position title: Fraud Investigations Manager Aon Position code: LGL.25005.5**

**Level: 5**

**Responsible for**

Maintaining a specialist investigations unit which provides cost effective fraud prevention, detection and investigation services.

# Report to

Chief Manager Legal Compliance and Public Affairs.

# Supervises

May supervise up to 10 staff

# Main activities

* Investigating suspicious and fraudulent claims.
* Developing a highly skilled investigations team
* Developing anti-fraud strategies and policies and creating a high level of awareness within the organisation.
* Liaising with police, witnesses, solicitors, claimants etc.
* Compiling briefs and statistical reports.
* Managing and controlling activities and workload for the area.

# Key skills

* Strong leadership skills.
* Strong communication skills
* Presentation and negotiation skills
* Knowledge of general insurance, claims processes and legal environment.

# Internal contacts External contacts Typical experience

Management experience. Qualifications and experience in investigations.

# Other comments

**Position title: Fraud Team Leader**

**Aon Position code: LGL.25007.4**

**Level: 4**

**Responsible for**

Ensuring that losses due to fraud are minimised, through early detection and Team management.

# Report to

Fraud Manager.

# Supervises

Fraud Analysts.

# Main activities

* Supervising, supporting and managing team members.
* Reviewing high risk applications generated in the customer acquisition process.
* Analysing call traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
* Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
* Acting to limit losses once a Fraud/risk has been detected.
* Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
* Arranging constant monitoring for high/abnormal usage.
* Managing the customer account including liaison with applicable internal departments to successfully conclude Fraud investigations.
* Reporting to management on Fraud levels and improving Fraud prevention and detection.
* Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

# Key skills

* Ability to interpret data and generate solutions.
* Extensive experience and knowledge of billing, service provision and credit management systems.
* Excellent negotiation and communication skills.
* Excellent planning and time management skills.
* Attention to detail.
* Ability to manage a team effectively.

# Internal contacts

Lending, Billing and Finance.

# External contacts

Customers, Solicitors, Collection Agencies, Credit Reference Association of Australia, Police Department.

# Typical experience

5+ years experience in fraud investigation coupled with relevant tertiary qualifications.

# Other comments

**Position title: Fraud Analyst**

**Aon Position code: LGL.25004.3**

**Level: 3**

**Responsible for**

Interpreting complex data, detecting, reducing and preventing Fraud to protect the organisation from revenue loss.

# Report to

Fraud Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Analysing traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
* Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
* Acting to limit losses once a Fraud/risk has been detected.
* Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
* Managing the affected account including liaison with applicable internal departments to successfully conclude Fraud investigations.
* Providing advice and recommendations in relation to Fraud and risk management process and procedure.
* Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

# Key skills

* Ability to interpret data and generate solutions.
* Extensive experience and knowledge of billing, service provision and credit management systems.
* Excellent negotiation and communication skills.
* Excellent planning and time management skills.
* Attention to detail.

# Internal contacts

Risk compliance/Legal, Management, Lending, Billing and Finance.

# External contacts

Customers, Police Department, Solicitors, Collection Agencies, Credit Reference Association of Australia,

# Typical experience

3 - 5+ years experience in Fraud investigation coupled with relevant tertiary qualifications.

# Other comments

**Position title: Fraud Investigator**

**Aon Position code: LGL.25006.3**

**Level: 3**

**Responsible for**

Providing fraud prevention, detection and investigation services.

# Report to

Fraud/Investigations Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Conducting full investigations related to insurance fraud, to include surveillance, activity checks, background checks, locates and statements.
* Preparing brief reports and statistical data and submitting.
* Testifying at hearings as required.
* Creating a high level of awareness amongst Staff in anti fraud strategies and policies.
* Liaising with Police, Solicitors of Witnesses and Claimants.

# Key skills

* Strong communication skills.
* Presentation and negotiation skills.
* Ability to manage own caseload and work independently.

# Internal contacts

Claims Department.

# External contacts

Police, Solicitors of Witnesses, Claimants.

# Typical experience

At least 3 - 4 years experience in fraud related industries and knowledge of general insurance, together with relevant qualifications.

# Other comments

**Position title: Chief Risk Officer**

**Aon Position code: EXE.45001.7**

**Level: 7**

**Responsible for**

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

# Report to

Chief Executive Officer/Managing Director

# Supervises Main activities

* To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
* Provide advice to Executives on the management of regulatory changes within the Industry.
* Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
* Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
* Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
* Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are maintained.
* Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
* Responsible for the overall management of all functions supporting the office of the CRO.

# Key skills

* Strong communication, influencing and negotiation skills.
* Ability to build effective relationships with senior managers and other key stakeholders.
* High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

# Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

# External contacts Typical experience

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

# Other comments

**Position title: Head of Risk**

**Aon Position code: EXE.RM010.6**

**Level: 6**

**Responsible for**

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

# Report to

Chief Executive Officer/Managing Director

# Supervises Main activities

* To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
* Provide advice to Executives on the management of regulatory changes within the Industry.
* Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
* Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
* Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
* Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls ar
* Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
* Responsible for the overall management of all functions supporting the office of the CRO.

# Key skills

* Strong communication, influencing and negotiation skills.
* Ability to build effective relationships with senior managers and other key stakeholders.
* High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

# Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

# External contacts Typical experience

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

# Other comments

**Position title: Senior Risk Manager**

**Aon Position code: RSK.31101.6**

**Level: 6**

**Responsible for**

Supporting the Chief Risk Officer in accountability for the risk function across the organisation.

# Report to

Chief Risk Officer

# Supervises

Risk Manager

# Main activities

* Enhancing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
* Providing independent reports to Senior Executives and Program Coordinators with respect to the overall progress of Risk Management in the organisation.
* Ensuring senior staff are suitably equipped to cope with the growing complexity of Risk across the organisation's operations.
* Assessing and evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
* Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
* Supervising the documentation of operational policies and procedures.
* Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
* Serving as an advocate and reference point to all functional heads on risk management.
* Maintaining updated knowledge of the political, cultural, and economic environment the organisation is operating in, with particular regard to identifying risk and potential risk.

# Key skills

* Ability to work closely with and communicate with senior executives.
* Ability to remain abreast with the constantly changing environment, often in numerous unique locations.
* Excellent analytical skills, particularly in identifying potential issues and scenarios.

# Internal contacts

Heads of all function units.

# External contacts Typical experience

8+ years internal audit or risk management coupled with relevant tertiary qualifications. A consulting background would be an advantage.

# Other comments

**Position title: Risk Management Manager**

**Aon Position code: RFN.85401.5**

**Level: 5**

**Responsible for**

Coordinating, monitoring and driving the Risk Management process.

# Report to

Head of Financial Services. May report directly to the CEO

# Supervises

Risk Management Analysts, Team Leaders and Managers within Risk Management.

# Main activities

* Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice and organisational strategy.
* Liaising with the Board of Directors and Senior Management to ensure that they meet their Risk Management responsibilities and obligations under ASX listing rules and RBA requirements.
* Providing independent reports to the Board Audit Committee and Risk Management Committee with respect to the overall progress of Risk Management in the organisation.
* Evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
* Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
* Facilitating and coordinating business unit documentation of operational policies and procedures.
* Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
* Serving as a reference point to managers on Risk Management issues.

# Key skills

* Ability to work closely with department managers, senior leaders and the board.

# Internal contacts

All departments throughout the organisation, Risk Management Committee.

# External contacts

Consultants.

# Typical experience

10+ years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

# Other comments

**Position title: Risk Management Team Leader Aon Position code: RFN.85401.4**

**Level: 4**

**Responsible for**

Assisting in the coordination, monitoring and driving the Risk Management process.

# Report to

Head of Financial Services or Director of Risk Management.

# Supervises

Risk Management Analysts.

# Main activities

* Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
* Establishing focus groups to drive the awareness and management of significant Risks in the organisation.
* Assessing and evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
* Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
* Facilitating business unit documentation of operational policies and procedures.
* Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
* Advising managers on Risk Management issues.

# Key skills

* Ability to work closely with team leaders and managers within the organisation.

# Internal contacts

All departments throughout the bank, Risk Management Committee.

# External contacts

Consultants.

# Typical experience

* 1. years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

# Other comments

**Position title: Risk Management Senior Analyst Aon Position code: RFN.85401.3**

**Level: 3**

**Responsible for**

Analysing, monitoring and reporting on the Consumer and Commercial portfolio, recommending credit policy changes, and identifying opportunities for risk containment and revenue enhancement.

# Report to

Divisional Manager/National Credit Quality Manager.

# Supervises

May supervise more junior Risk Management Analysts.

# Main activities

* + - Monitoring quality and profitability for major portfolio segments, quantifying and recommending opportunities to senior management for enhancing revenue and/or containing risk.
    - Performing analysis using credit risk tools available, and summarising findings to senior management in a clear and concise format after determining statistically significant and insignificant patterns.
    - Assisting the National Credit Quality Manager in the planning, development and execution of credit risk policies and procedures.
    - Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
    - Driving the ongoing credit policy review of a function, tracking results of risk management strategies and recommending policy changes based on analysis of profitability, risk and operational impact.

# Key skills

* + - Strong analytical skills.
    - Superior interpersonal communication and writing skills.
    - Ability to operate simultaneously at the micro and macro levels.
    - High level proficiency in various software and programming packages.

# Internal contacts

Lending staff, Legal department.

# External contacts

Limited external contact.

# Typical experience

Tertiary qualifications or equivalent (mathematics, operations research, statistics or business), coupled with a minimum of 3-5 years prior experience in an operational credit area and some supervisory experience.

# Other comments

Alternative Title: Senior Credit Risk Analyst.

# Position title: Head of Risk Management

**Aon Position code: EXE.RM010.7**

**Level: 7**

**Responsible for**

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

# Report to

Chief Executive Officer/Managing Director

# Supervises Main activities

* + - To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
    - Provide advice to Executives on the management of regulatory changes within the Industry.
    - Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
    - Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
    - Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
    - Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls ar
    - Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
    - Responsible for the overall management of all functions supporting the office of the CRO.

# Key skills

* + - Strong communication, influencing and negotiation skills.
    - Ability to build effective relationships with senior managers and other key stakeholders.
    - High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

# Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

# External contacts Typical experience

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

# Other comments

**Position title: Risk Management Analyst**

**Aon Position code: RFN.85401.2**

**Level: 2**

**Responsible for**

Analysing, monitoring and reporting the Consumer and Commercial portfolios in order to identify opportunities and recommend changes in Risk Management.

# Report to

Manager - Risk Management, Senior Risk Management Analyst.

# Supervises

No supervisory responsibilities.

# Main activities

* + - Monitoring major portfolio segments using credit risk tools, with the purpose of presenting findings and recommendations enabling Senior Management to contain risk, improve processes and enhance revenue.
    - Performing monthly analysis of various processes including: lending, collections, marketing and behavioural scoring models and summarising findings to Senior Management in a clear and concise format after determining statistically significant patterns.
    - Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
    - Monitoring and developing behavioural scoring strategies.
    - Assisting in the development/refinement of credit risk tools, profitability and forecasting models.
    - Performing other projects or special assignments as required.

# Key skills

* + - Good analytical skills.
    - Excellent interpersonal and communication skills.

# Internal contacts

Lending staff, Legal Department.

# External contacts

Limited external contact.

# Typical experience

Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business, coupled with 1+ years experience in an Operational Credit area.

# Other comments

Alternative Title: Credit Risk Analyst.