
JOB DESCRIPTION

Job Title: Risk and Control Officer – 1LOD

Grade: D

Department: Business Operations

Main purpose of job:

Support the Head of Business Operations to effectively manage risks and controls in the first line of defence, across all operational risk activities.

Responsible to: Head of Business Operations and Assurance

Budgetary responsibilities: None

Responsible for: None

Key Job Responsibilities:

- Responsible for the ongoing development and maintenance of data and information framework required for the effective management of risk and control.
- Responsible for the development of risk MI and the production of accurate and timely internal reporting with regards to Risk and Operational Resilience.
- Attendance at Governance committees where appropriate.
- Collaborating with stakeholders e.g. Risk, Compliance, Internal Audit, to ensure compliance with operational resilience standards and best practices.
- Supporting with incidents that impact the bank's Important Business Services, ensuring that they are effectively managed and investigated, including root cause analysis.
- Developing and implementing procedures related to operational resilience, ensuring they are aligned with policy requirements.
- Support testing of Important Business Services across Customer Service, Financial Crime, and Payments teams, demonstrating that the bank can continue critical operations during and after a disruption.
- Support with the completion of the banks Operational Resilience self-assessment in conjunction with 2LOD.

Risk and Control Responsibilities

This role holder will be responsible for the on-going development and maintenance of data and information frameworks required for the effective management of risk & control across all operational risk activities.

Supporting 1LoD colleagues with queries regarding risk management and providing deeper expertise around the more technical areas of operational risk. Assisting 1LOD with any issues relating to analysis of processes to effectively identify the risks and demonstrate that the controls deployed suitably manage the potential impact of those risks.

The role holder actively contributes to governance committees and other regular meetings, including preparation of reporting and MI, and representing the 1LOD.

The role holder will monitor the output of Internal Audit and other control review activity, ensuring key actions are completed and documentation updated. In addition will ensure that control improvement recommendations are effectively integrated into risk and control activities as part of providing on-going assurance that internal controls are operating effectively.

Operational Resilience Responsibilities

Acting as the subject matter expert on operational resilience, offering insights, guidance, and training to ensure a thorough understanding of resilience principles across all levels within 1LOD.

Leading the identification, assessment, and mitigation of vulnerabilities within operational processes, ensuring timely and effective responses to potential threats.

Completion of the banks Operational Resilience self-assessment in conjunction with 2LOD, including review of tolerances, mapping of important business services, and scenario testing.

Collaborating with internal and external stakeholders, to ensure compliance with operational resilience standards and best practices.

Preparing and presenting regular reports on the status of operational resilience to senior management and relevant committees.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Date: 15 January 2025

PERSON SPECIFICATION

Job title: Risk Officer – 1LOD

Date: 15 January 2025

Attributes	Essential ✓	Desirable ✓	How Evidenced [†]
Experience Proven experience of operational risk within a 1st Line of Defence or 2nd Line of Defence function within a Financial Services firm.	✓		A/C
Qualifications Obtained or undertaking a risk management qualification.		✓	
Training			
Specialist Skills/ Ability/Knowledge Anticipate evolving industry and regulatory changes.	✓		C
Communication Good written and verbal communication skills.	✓		
Personal Qualities Passionate about risk and compliance. Likeable and able to work with multiple stakeholders. Dedicated and able to handle demanding deadlines.	✓ ✓ ✓		C C C
Special Conditions			
Prior to Appointment All posts: <ul style="list-style-type: none"> • Credit Check • Sanctions Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK FCA Approved Posts: <ul style="list-style-type: none"> • Standard DBS Check 	✓ ✓ ✓ ✓ ✓ ✓ ✓		R/E

✓ Tick either the Essential or Desirable column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key

R = References, E = Evidence/Certificates, A = Application, C = Competency Interview, T = Testin