

Job Title: Operational Risk Associate

Reports To: Senior Operational Risk Associate

Department: Legal, Risk & Compliance

Purpose of Role:

The purpose of this role is to provide support to the Operational Risk team in the maintenance, execution and ongoing development of the Risk Management Framework, as well supporting the delivery of Incident Management, Operational Resilience and Data Protection activities.

The role holder will be a part of the second line Risk team, ensuring appropriate support, challenge and guidance is provided to the business in a timely and pragmatic manner, whilst also ensuring risk processes are embedded within the Company and delivered as expected.

Key Accountabilities:

- Produce timely and accurate Risk MI for inclusion in relevant Board and Committee reporting, in line with the Terms of Reference, whilst ensuring appropriateness of risk reporting content.
- Assist with the regular review and refresh of the Company's key risk Policies and Processes, including the Company's overarching Risk Management Framework, Operational Resilience Framework, Business Continuity Plan and Risk owned Process documents.
- Support the administration of the Company's Risk Appetite Statements and monitoring, reporting and maintaining the Company's suite of Risk Metrics/KRIs, ensuring these are periodically reviewed and challenged with Business Owners as required.





- Support the maintenance and review of the Company's Risk Registers by way of delivering comprehensive Risk & Control Self-assessment (RCSA), Emerging Risk and Accepted Risk Processes, offering challenge where appropriate.
- Administer the Company's Operational Incident Management Process, maintaining Incident Logs and taking ownership of assigned Incidents and managing actions to completion, including delivery of relevant control enhancements.
- Data Protection responsibilities, including administering and managing the Company's Personal Data Breach Incident Log, Record of Processing Activities (ROPA), and Data Protection Impact Assessment (DPIA) Assessment Process.
- Support with the delivery of the Company's Operational Resilience Programme, including Process Mapping, Scenario and Business Continuity/Disaster Recovery Testing and producing written reports of testing outputs and the overall resilience of the Company.
- Provide support on relevant ad-hoc projects to implement change and/or respond to new risk based legal and regulatory requirements or best practice.
- Any other risk-based task as required, in order to support Company objectives and/or those of the wider Legal, Risk & Compliance Department.

Key Competencies required:

- Able to analyse and interpret complex issues and provide advice and constructive challenge.
- Able to understand and convey information clearly and help others understand risk issues in a logical and pragmatic way.
- Able to manage multiple tasks concurrently, prioritise appropriately and manage a variety of stakeholders across the Company.
- A strong communicator, possessing an ability to build networks of contacts across the Company.
- Able to work well as part of a team.



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- Able to make recommendations for more efficient ways of working within the Risk team where appropriate.
- PC literate and able to prepare effective policies, presentations and reports. Strong Microsoft Office (Excel, Word, PowerPoint) skills required.
- Experience of the Financial Services industry and supporting regulations including Consumer Duty (CD), Operational Resilience (OR) and Environmental Social and Governance (ESG) is preferred, however training will be given where required.

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