

This is us.
Where care and performance matters.

Business Enablement Partner - Risk and Compliance

Business Area: Customer Business

Reports to: Head of Business Enablement - Risk and Compliance

Location: Auckland, Wellington, Christchurch

Role purpose

Reporting to the Head of Business Enablement, Risk and Compliance, the Business Enablement Partner is accountable for partnering with Customer Business to embed effective risk and compliance practices into day-to-day operations, decision making, and change delivery. The role ensures Customer Business operates within an appropriate risk profile by providing visibility of the risk environment, supporting the management of events and issues through to resolution, and enabling the practical implementation of controls, remediation, and regulatory requirements. This role plays a key part in strengthening a well-managed culture by connecting risk, compliance, and customer outcomes, ensuring requirements are understood, embedded, and sustained in how Customer Business operates.

Responsibilities

Risk and Compliance Enablement

- Partner with Customer Business teams to embed risk and compliance requirements into day-to-day activity, decision making, and change delivery
- Provide visibility of the Customer Business risk environment, working closely with First Line Risk to monitor, report, and respond to events and issues
- Support the development, implementation, and continuous improvement of controls and associated actions
- Support the MAAP process for Customer Business and ensure actions are progressed and sustained
- Proactively identify risk and compliance improvement opportunities and drive practical interventions to maintain an appropriate risk profile

Event, Issue and Remediation Management

- Lead the management and coordination of risk events, issues, and remediation activities through to resolution
- Ensure appropriate prioritisation, visibility, and stakeholder alignment across remediation activity
- Partner with delivery teams to ensure timely resolution and mitigation of customer and regulatory impacts
- Strengthen how Customer Business identifies, manages, and learns from risk events and issues

Operational Risk Integration and Continuous Improvement

- Integrate risk, compliance, and regulatory requirements into processes, systems, and ways of working
- Use insights from events, issues, and regulatory change to drive continuous improvement and strengthen controls
- Embed proactive risk thinking and behaviours to support a well-managed culture
- Build capability within Customer Business to identify and manage risk effectively

Delivery and Change Enablement

- Support and lead the delivery of key initiatives relating to risk, compliance, and regulatory change
- Ensure risk and compliance considerations are incorporated into project planning, delivery, and implementation
- Apply a test and learn approach to embed sustainable solutions

Leadership and Influence

- Champion a strong customer and risk culture, ensuring customer outcomes and regulatory expectations are balanced in decision making
- Build effective relationships across Customer Business, BOPEX, and Risk to enable alignment and delivery
- Demonstrate leadership through collaboration, influence, and continuous improvement
- Support capability uplift through coaching, knowledge sharing, and constructive challenge

Skills and experience

- Risk and Compliance Expertise: Strong understanding of operational risk, compliance, and regulatory requirements within financial services, with ability to translate requirements into practical application.
- Embedding Risk into Operations: Demonstrated ability to embed risk and compliance into day-to-day processes and change delivery in a pragmatic and sustainable way.
- Stakeholder Engagement and Influence: Highly effective at building relationships and influencing outcomes across Customer Business, BOPEX, and Risk.
- Event, Issue and Remediation Management: Experience leading or coordinating risk events, issues, and remediation activities through to resolution.
- Operational Excellence and Continuous Improvement: Ability to identify systemic issues and drive control uplift and process improvement.
- Delivery and Change Enablement: Experience supporting or leading initiatives with integration of risk and compliance into planning and delivery.
- Well Managed Culture Leadership: Demonstrated ability to influence and uplift risk culture within teams, encouraging early identification of issues and shared accountability.
- Analytical and Problem-Solving Skills: Strong ability to interpret data and identify trends and root causes.
- Communication: Clear communicator able to simplify complex concepts into practical guidance.
- Financial Services Experience: Broad experience within financial services and understanding of regulatory environment.

Ngā Kauwaka | This is our Culture

Ngā Kauwaka are vessels that carry the knowledge and mindsets that prepare, enable and inspire us all. We have four kauwaka, each holding a different mindset that will enable us to deliver on our Purpose of Kiwi making Kiwi better off and our ambition to be Customers' 1st choice.

Ka tāmata i a tātou | **A place to belong – This is the freedom to succeed**

Me Māia | **Rise to the challenge – This is a restlessness to perform**

Tapatahi | **Better together – This is an unstoppable team**

Ngā Kiritaki | **Customer at the heart – This is passion for those we serve**

You'll also be a great team player, recognising that the nature of your role will evolve with our business.

You'll actively play a part in the health and safety of yourself and those around you.

