

APPENDIX ONE: Position Description



POSITION TITLE:	Operations Assurance Officer
LOCATION:	Head Office, Tauranga
PEOPLE LEADER:	Operations Assurance Manager
TEAM:	Operations Assurance, Operations

At Craigs (CIP) we are focused on helping our clients to achieve their financial goals and grow their wealth. We believe that where a client's financial future is concerned, our people are fundamental to achieving this. Our collective skills, knowledge and commitment means that we can provide the best possible outcomes for our clients.

The Operations department work across the core operational functions of Craigs to support the wider business and products; with teams covering Custodial, Asset Services, Portfolio Reporting, Portfolio Fees, New Issues, Cash Settlements, Security Settlements, Onboarding, Operations Assurance and Client Services.

As an Operations Assurance Officer I ensure that all Discretionary Investment Management Service (DIMS) accounts meet CIP's best practice standards and DIMS licence obligations. My role also includes the approval of new client accounts in accordance with the Company's policies and procedures and to a consistently high standard of compliance to meet the requirements set down by the NZX Participant Rules and relevant legislation that may impact on the Company (both domestic and international) such as the Financial Markets Conduct Act and the Code of Professional Conduct for Financial Advice Services. I also support CIP in mitigating any non-regulatory risks such as fraud and errors and generally ensuring that CIP is meeting consistent compliance standards across the business.

WHAT I DO

DIMS

- Understand the requirements of Craigs DIMS licence and ensure that all documentation provided meets the requirements of the licence.
- Approval of DIMS Trading Entities;
 - Ensure all DIMS documentation meets our best practice standards and DIMS licence obligations
 - Ensure all documentation is in place (IPS/Mandate)
 - Review and provide confirmation that the Target Asset Allocation (TAA) and investment limits entered in CRM by Operations Assurance Administrator are correct
 - Enter any implementation dates in CRM
 - Working with the PR Fees team
- Update and reconcile DIMS registers (DIMS/Adviser accounts).
- Manage the DIMS approval email inbox and respond to phone queries from the network and back-office business units.
- Ensure regulatory developments are accommodated within CIP processes / procedures.
- Work closely with the Compliance department on DIMS related issues.

CLIENT ACCOUNT APPROVAL

- Review all new client accounts opened across CIPs businesses to ensure compliance with CIP AML/CFT and financial markets regulations and internal CIP policy
- Confirm AML checks have been passed, static data captured accurately in CIP systems and client authorisations and other mandatory information provided
- Communicate with the Onboarding team or the relevant Adviser / Private Wealth Assistant to correct or obtain the necessary information in the event of any omissions, errors or for the clarification of data/documents
- Approve and authorise all new client accounts prior to the commencement of trading activity
- Ensure data integrity is maintained at a high and consistent standard across the network
- Manage Wholesale and Eligible Investors certificate approval and maintenance
- Create, amend & delete Adviser Codes
- Daily reporting checks including Journal Entries, Bank Account changes & Client Change of Details

GENERAL DUTIES AND RESPONSIBILITIES

- Provide advice and support to other teams on CIP AML/CFT requirements
- Ensure regulatory changes are incorporated within CIP processes / procedures
- Review processes and procedures
- Demonstrate the Craigs' values every day and encourage, support and enable my colleagues to do so as well
- Operate within the parameters of the NZX rules and regulations and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Maintain the core competencies as set down by the firm from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- Act professionally, ethically and work co-operatively and constructively within the framework of the company structure.
- Any other tasks as requested by your manager.

WHAT I VALUE



At Craigs, we pride ourselves on creating an environment where our people feel they belong and can bring their best self to work and feel valued. We grow as a team and with our clients and are always looking to support our communities – both internal and external. Our values build the foundation of how we work and how we provide great outcomes for our people and clients.

WHAT I BRING

- Tertiary qualification in a finance or business related discipline (desirable)
- Previous administration experience
- AML/CFT knowledge and experience (essential)
- Financial services and/or Compliance experience
- Excellent time management and organisational skills
- Strong written and verbal communication skills
- High level of accuracy and attention to detail
- Intermediate Microsoft Office user (Word, Excel and PowerPoint)
- Self-starter with the ability to show initiative

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

The NZX Participant Rules can be found electronically at the following address -

<https://www.nzx.com/regulation/participant-rules>

CIP policies can be found on the Staff Intranet.