

Position Description

AML & CFT Analyst



The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



About the team

The Risk team works with both external partners and internal areas of the business to ensure compliance and an effective risk management framework.

This is a new role working within the AML and wider Financial Crime team, focusing on AML/CFT analysis, and providing guidance on the AML/CFT programme.

This role sits within the Financial Crime team and the Bank's wider Risk team.

Purpose of this position

The purpose of the AML/CFT Analyst role is to provide AML/CFT analysis and guidance to support The Co-operative Bank's AML Management Programme and AML/CFT Compliance programme.

Position reports to: Head of Financial Crime & AMLCO

Challenges and opportunities of this role

This is a diverse role and will require a wide skill set across multiple disciplines to achieve the following:

- Preventing, Detecting and Responding to fraud and AML/CFT activity

- Managing AML/CFT toolsets.
- Minimising customer impact.
- Communicating with customers on remediating CDD or ECDD, PEP screening and assurance.
- Reporting on activity and the actions taken to remediate.
- Training and mentoring within the team and across the business.

How you will contribute:

What you'll do	Success will mean
AML/CFT Compliance Programme and Risk Assessment	
<p>Minimise losses to the bank and provide support to customers including:</p> <ul style="list-style-type: none"> • Assist in day-to-day AML/CFT cases including liaising with customers and investigating cases. • Assist with investigations on potentially suspicious transactions and behaviours, high risk customers, and submit comprehensive and quality reports to the NZ Police based on sound judgement and decision making. • Work with the Risk team to implement strategies to reduce losses. • Focus on remediation legacy customer accounts to ensure CDD/OCDD and ECDD compliance. • Provide assurance activities and support control testing. 	<ul style="list-style-type: none"> • Effectively manage AML/CFT events and mitigate potential follow-on events. • Financial losses and or reputational damage from AML/CFT are minimised. • AML/CFT events are managed within the Banks approved investigation and reimbursement procedures. • Maintenance of compliance in the AML/CFT programme.
Transaction and activity monitoring	
<p>Use of reports to address risk through:</p> <ul style="list-style-type: none"> • Unusual Transaction Report • Manual Telegraphic Monitoring • AML Transaction Monitoring • Prescribed Transaction Reporting • High Risk customer reviews monthly • Member Check • Customer contact for verification • STRs and SAR's completed 	<ul style="list-style-type: none"> • All reports are checked within the appropriate timeframes. • Customers are contacted and cases either closed or escalated in a professional manner with very diligent record keeping.
Communications	
<p>Manage and respond to information coming into the team through:</p> <ul style="list-style-type: none"> • Risk email inbox • AML email inbox 	<ul style="list-style-type: none"> • Internal and External queries addressed and completed in a timely manner. • Professional conduct at all times. • Timely communication and good record keeping

What you'll do	Success will mean
<ul style="list-style-type: none"> • ECDD management • Account Closure • Liaise with external parties both private and government. 	
Tools	
<p>Ongoing usage and learning of existing and new tools to prevent, detect and respond to AML/CFT Crime.</p>	
Customer Service	
<p>Proactively contacting customers with suspicious activity</p> <p>Keeping the turnaround time for cases within our SLA</p> <p>Assisting vulnerable customers and assessing if the banks products are appropriate for their needs</p>	<ul style="list-style-type: none"> • Customers proactively contacted. • Case timeframes meet the banks SLA. • Customers educated on the risks of Financial Crime.
Healthy and safe work environments	
<p>Follow all health and safety policies, standards, emergency procedures and plans.</p> <p>Participate in health and safety activities, training and meetings as required.</p> <p>Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement.</p> <p>Cease work if an unsafe situation arises and seek assistance.</p>	<ul style="list-style-type: none"> • Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities. • Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement. • Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

- Nil

b) Actions and decisions that are recommended to a higher level of management for approval:

- Nil

Qualifications and experience

- Experience in Banking, Customer Services and/or Financial Crime roles is required, minimum 3 years.
- A tertiary qualification is desired and industry specific certifications within Banking or Financial Crime are a plus.

Skills and attributes

Technical Skills

- Understanding of the Banking and or Payment's environment
- Sound and proven analytical skills
- Superior communication skills written and oral
- Good planning, organisational and escalation skills
- Proficient in Microsoft Office Suite.
- Ability to learn the external tools used to complete the tasks
- Proficient use of Co-ops systems applicable to the role

Personality Attributes

- Time management: Ability to plan, multi-task, prioritise work, administration, and processing skills.
- Attention to detail with the ability to follow through and investigative.
- Ability to make decisions and perform under pressure.
- Processes improvement focused.
- Strong verbal and written communication skills - including, listening skills, ability to clearly articulate thoughts, tailor communication for audience.
- Can work independently and lead others as the need arises.

Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.