

JOB POSTING TEMPLATE

Date:	2021	Function:	Actuarial & Product
Job title:	Senior Specialist, Operational Risk Management	Manager title:	Manager, Operational Risk Management

Job purpose

- Play a key Risk team member in the implementation of operational risk management policy and risk management framework in order to ensure that operational risk exposure remains within Sun Life Vietnam (SLV) risk appetite.
- Provide sound advice regarding risk management and best practice to operational management through the SLV's principles, policies, processes and procedures.

Major accountabilities

Operational risk: Apply operational risk tools to assess potential risks of different business activities:

Incident Reporting

- Establish and maintain the incident reporting process
- Incident management, risk log management, root-causes analysis and remediation

Business Practice Review & Business cases

- Review BPR from various projects and ensure risk are properly addressed
- Monitoring mitigation plan of the projects with the support of functions
- Follow up and support PMO in risk review process for each project

Key Risk Indicators (KRIs)

- Assess risk on a quarterly basis through KRIs with functions to determine and update the level of risk and recommend actions
- Ensure proper KRIs are in place to assess all relevant risks for each function

Risk & Control Self-Assessment (RCSA)

- Work closely with first line (function units) to determine RCSA plan
- Coordinate with 1LOD owners to complete RCSA
- Coordinate with 1LOD to determine appropriate action plan to manage risks

Distribution risk:

- Monitoring key risk indicators related to Distribution (Agency – Partnership and Bancassurance)
- Identify shortcomings in controls during the analysis, proving suggestions or preventing mass violations and decrease financial loss.
- Assessment and follow-up with Distribution Quality Assurance on management actions pertaining to distribution quality.

Build Strong Risk Management Culture at SLV:

- Support the implementation of various policies and guidelines that is consistent with the SLF risk management framework.
- Maintain and uphold risk awareness to all staff at all levels, including technical training to raise awareness of all staffs, and enhanced training to risk coordinators , risk reviewers and risk owners
- Meet the risk coordinators on a regular basic and build strong relationships as a trusted partner.

Reporting Matrix:

- Coordinate and submit regular reporting requirements.
- Coordinate and support completion of Regional exercises and reviews.
- Assist line manager in all risk matters / issues /ad-hoc exercises

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Specialized knowledge

- Strong written and verbal communication and presentation skills in both Vietnamese & English;
- Responsive and service-oriented attitude;
- Ability to organize, prioritize and manage deadlines in a fast-paced and demanding work environment;
- Ability to maintain strong working relationships with demanding internal clients;
- Sound and practical business judgment;
- Interpersonal skills as well as problem solving skills;
- High sense of responsibility, integrity, and confidentiality;
- Strong analytical skills;
- Good skills in Microsoft Office (Excel, Word, Power Point).

Problem solving

- Strong problem solving skills are required.

Education and experience

- Bachelor degree in economics or accounting & auditing
- 5-7 years of experience in risk management or internal control/internal audit/external audit roles
- Experience in financial services industry (banking - consumer finance or insurance) is an advantage

Communication scope

- Coordinate with Risk coordinators, Policy owners to ensure timely escalate all operational risk issues to the appropriate levels
- Oversight, advice, support and challenge Risk Coordinator/Risk Reviewer/Risk Owners on risk exercises