

Division: Risk Management and Compliance
Reporting to: Director, Regulatory Compliance and Fraud
Career Level: Manager
Pay Type: Salaried

Job Overview

The Operational Risk Manager works to identify and limit the risk associated with a company's operations. Your responsibilities involve developing the Operational Risk Framework through assessing business operations, identifying risks in projects, processes and new initiatives, and completing operational risk assessments (RCSA & PIA) on your findings. You will then develop policies and implement changes by providing oversight in mitigating operational and project risks. Other duties include performing and supporting risk identification, assessment and measurement to ensure risk is being managed within our risk appetite and that regulatory requirements are being met. Build and maintain relationships with internal and external business partners to ensure risk management is embedded in business processes. Liaise with IT Security to continue development of GRC program from an operational risk and privacy lens. Maintain and oversee business continuity management program including appropriate testing.

Role

- Consult and collaborate with a variety of internal and external stakeholders to better understand the business requirements, processes, product needs and alternative solutions.
- Lead the execution identification of risk in projects, processes and initiatives that encompass all aspects of FirstOntario's business objectives.
- Utilize current knowledge of all relevant Privacy legislation and translate the effect of changing legislation on FirstOntario's projects and operational processes and implement required changes
- Manage internal and external privacy requests and inquiries to support the Privacy Officer
- Identify any gaps in compliance with legislation within all projects and operational processes by performing impact assessments.
- Impart your expert knowledge on staff and colleagues to help them stay on top of the evolving business environment
- Assist in the development and implementation of policies that manage operational and project risks
- Assess business operations, identify issues in projects, processes and new initiatives and prepare impact assessments on your findings
- Collaborate with your peers to collectively think of innovative ideas that drive business through technology
- Build and utilize working relationships with internal business partners across the organization and external business contacts
- Actively participate in community events as part of FirstOntario's overall commitment to Corporate Social Responsibility
- Be a change leader as FirstOntario continues to adapt to new and exciting ways of delivering business services
- Consider health & safety as a primary concern to ensure the overall well-being of your team and members
- Familiarity with Financial Services Regular
- Perform other duties as required

Required Skills

- Have a university degree, or equivalent professional designation
- Minimum five (5) years in a position within a financial institution in the area of Operational Risk or Compliance
- A certification in a field related to Operational Risk and/or Privacy (i.e. Canadian Risk Management (CRM), Certified Information Privacy Professional (CIPP)), or working towards its' completion
- Project management experience would be considered an asset
- Knowledge of risk assessment (particularly privacy impact assessments) and relevant governing legislation
- Change management and project management knowledge and experience
- Aware of and mitigate operational risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures

Job Description – Operational Risk Manager

- Pre-existing knowledge of regulated environments, with an emphasis on compliance issues and privacy legislation.
- Strong analytical and problem solving skills.
- Strong decision making skills and the ability to work independently.
- Strong leadership capabilities.
- Experience reviewing legislation, legal documents and contracts and monitoring and drafting processes or procedures.
- Perform risk assessments on projects and processes to ensure compliance with policies, contractual and legislative obligations
- Handle complex and confidential issues efficiently
- Leverage data to write meaningful reports and confidently present findings to business partners that will enable them to make informed decisions
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures
- Stay on top of regulatory and privacy best practices and changes in laws while actively applying your knowledge

Accommodations for persons with disabilities are available upon request during the application process.