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## Financial Crime Analyst (Expression of Interest) - NEW06913

- **Britomart, Auckland**
- **Autonomous and compliance focused role**

### **Help protect our customers from fraudulent activity Detect and deter Money Laundering and Terrorist Financing activity**

We currently have a variety of roles available within our Financial Crime Prevention team. In addition we are seeking expressions of interest from [candidates for future roles as they become available](#), due to growth and/or internal promotion within our team.

#### **Current vacancies**

- *Part time permanent role – Sat/Sun 8 am - 4 pm*
- *Full time permanent role – Mon – Fri 8 am - 4 pm*
- *Fixed term contract (or internal secondment) 6mths – Mon – Fri 12 am - 8 am*
- *Fixed term contract (or internal secondment) 12 mths – Mon-Fri 8 am - 4 pm*
- *Casual roles – work on a casual basis (as and when required) available to work any shift across a 24/7 roster.*

#### **About the role:**

Join our Financial Crime Prevention and Investigations team to detect fraudulent activity (detecting transactional fraud across our online and card channels) and prevent Money Laundering and Terrorist Financing.

You will be responsible for the review of incoming Fraud and AML/CFT alerts, assessing and taking action on them. Your role will involve the daily management of these alerts, so the ability to manage and prioritise across competing service level agreements and compliance obligations is a must.

Growing to become an expert in this field, you'll utilise this expertise to educate and assist our customers and colleagues across the board. Analysing and compiling information to identify fraud patterns, or activity that may be of concern under the AML/CFT Act (2009) and allowing us to take appropriate action to mitigate the monetary loss for our customers and for the bank.

Working with customers who may have had been impacted by fraud, discussing their case to gauge the details of any compromise, and providing them with preventative tips for the future, you'll have a strong focus on customer service and be empathetic and professional when educating internal and external customers.

Whilst you will have a set shift, flexibility to cover additional and/or alternative hours as needed will be looked upon favourably as this team operates 24/7.

#### **What you will bring to the role?**

- Problem solving and reasoning skills that allow for the correct subjective assessment based on limited financial information
- Customer service and retention focused
- Analytical skills to determine items of importance / significance from system reports
- Banking Product knowledge preferred

#### **What you need to succeed:**

- A key component of the role is regular interaction with all Westpac business units therefore a solid understanding and practical knowledge of Westpac core systems and procedures, particularly frontline operating rhythms, is preferred but not essential
- The understanding of AML/CFT requirements and the sharing of knowledge both within the team and across the wider network (particularly the frontline) is preferred but not essential
- You will need to be a fast learner, able to look outside the square and move with an ever changing environment
- You will need to possess problem solving and investigative skills as well as the ability to act decisively towards the prioritisation of deliverables to achieve the most successful outcomes
- High level of customer service and attention to detail
- Ideally – you'll have previous banking experience and customer service experience
- Ability to quickly analyse information and make decisions.

#### **Let's go!**

Apply online today, following the link on this page, with your CV and covering letter, indicating the position and/or, days, hours you are interested in working.

**Job** Credit Risk & Audit

**Primary Location** AKL-Auckland City and Fringe

**Employee Status** Fixed Term / Secondment / Relief

**Schedule** Full-time

**Posting Date** 21/02/2020

**Closing Date** 09/03/2020

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