

## Document Control

Region:	All
Role:	Chief Executive Officer
Classification:	Full time
Reports to:	Board
Present Incumbent:	Kevin Dupe
Prepared by:	Human Resources
Date approved/updated:	5 February 2021
Version No:	003

### Our Values

#### Integrity      Respect      Fairness

Our values are embedded in our organisation and form the basis of our business planning, recruitment processes, training and leadership development.

We provide 'Trusted Community Banking' to our members by living our values to achieve our goals. Our staff treat people as individuals and promote and encourage local decision making and community involvement across our network of branches and agencies. Our employees proudly provide quality service to our members in an honest, reliable, transparent, accepting, approachable, understanding, flexible, equitable and accessible manner, demonstrating our commitment to our members.

Regional Australia Bank also has a duty to be true to our purpose as declared within our constitutional objects, true to the principles of the cooperative movement and the Customer Owned Banking Code of Practice to which we have pledged. Our operating principles and organisational values ensure our differentiation from other financial service providers.

Trust is the currency that drives everything at Regional Australia Bank.

## Position Statement

The CEO will play a key leadership role in shaping the organisation's corporate and strategic directions; ensuring Regional Australia Bank meets its corporate governance obligations; developing strategic connections and productive relationships with key external stakeholders; and building internal capability, including a high performance culture focused on excellent customer service, ongoing learning and continuous improvement. The CEO will work closely with the other members of the Executive team in the strategic and operational management of Regional Australia Bank.

The CEO is responsible to the Board for ensuring the profitable operation of the organisation through the achievement of its financial objectives, the attainment of customer/member growth and satisfaction targets by providing a range of competitive products and services.

**Key Responsibility Area**

- shaping corporate and strategic directions to respond to current and future challenges;
- Responsible for legislative compliance to meet all prudential requirements and standards;
- developing strategic connections and productive relationships with key external stakeholders;
- building Regional Australia Bank's internal capability, including a high performance culture focused on excellent member service, ongoing learning and continuous improvement;
- build collaborative and productive working relationships across the organisation;
- Ensures profitable growth of the income base whilst maintaining security of member/shareholders' funds;
- Ensures provision to customers/members of a competitive mix of financial products including financial planning delivered with a high level of service;
- Ensures all secretarial and related requirements of the Board and any of its Sub-Committees are undertaken and completed;
- Represent Regional Australia Bank at external forums;
- Ensure that the Board is regularly provided material for consideration and advice on operational and financial matters that will/may affect the credit union statements of priorities, strategic plans, business plans, strategies and budgets;
- Identify and manage corporate risks, including informing the Board in a timely manner of any issues of public concern or risks that may affect the organisation;
- Implement capital and operating plans including a Risk Management Plan to support the Strategic Plan; and
- Develop and maintain an effective organisational structure, establishing clear roles and responsibilities for individuals within the organisation

**Role Competencies**

- preparation and implementation of strategic plans;
- participative and supportive management practices;
- ability to set priorities, plan workload, meet deadlines and achieve the objectives of the executive management and the organisation ;
- effective communication, both written and verbally and strong listening and negotiating skills;
- ability to develop and maintain effective networks with industry colleagues and to display confidence when dealing with others;
- demonstrate leadership and commitment to the organisation's values and culture;

- Demonstrated ability to establish standards, guidelines and principles in relation to the responsibilities of the position;
- Demonstrated sound knowledge of contemporary human resource management issues; and
- Demonstrated success in leading organisational change

### **Organisational Compliance**

- Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including (but not limited to), Financial Services Reform Act, Privacy Act, Industry Codes of Practice, Epayments code, Financial Transactions Reporting Act, Work Health & Safety, Complaint Handling and Dispute Resolution.
- Ensure compliance through a sound knowledge of Regional Australia Bank policies, procedures, products, services and systems.
- Ensure adherence to correct identification procedures and confidentiality of information that conform to the requirements of the organisation and the Privacy Act when accessing member details.
- Ensure the management/supervision of direct reporting staff in accordance with organisational compliance.

### **Company Advocacy**

- Promote an environment founded on Regional Australia Bank values of integrity, respect and fairness.
- Act as an advocate for Regional Australia Bank in all dealings with members and staff and present a professional image in all dealings with the public including appropriate dress standards, helpfulness and friendliness.
- Promote a balanced team environment with a focus on continuous improvements, best practice and member focus.

### **Professional Development**

- Commitment to become better equipped to perform job responsibilities by transferring new knowledge and skills gained through training to the workplace.
- Ensure the successful completion of individual training and development activities to update knowledge and skills relating to legislative, policy, system, procedure, product and service requirements inherent in current duties.

### **Performance Management**

- Strive to obtain goals, objectives and performance measures set for the role. Participate positively in six (6) monthly and annual performance reviews.

**Accountable Person**

- Ensure that as an appointed 'accountable person' under the BEAR regime you:
  - (i) act with honesty and integrity, and with due skill, care and diligence;
  - (ii) deal with APRA in an open, constructive and cooperative way; and
  - (iii) take reasonable steps in conducting your responsibilities as an accountable person to prevent matters from arising that would adversely affect Regional Australia Bank's prudential standing or prudential reputation.

**Selection Criteria**

## Essential:

1. Relevant tertiary qualifications in Business, Finance or a related discipline;;
2. Previous experience at executive level within an organisation of similar size to Regional Australia Bank;
3. Demonstrated experience in corporate transformation and change management projects;
4. Ability to lead strategic planning and implement business strategy;
5. An understanding of digital innovation and the ability to take advantage of opportunities that arise from this agile, flexible, and rapidly changing environment, that will put us ahead of the competition.
6. Sound knowledge of the customer owned banking sector;

Evidence of effectively leading teams to deliver high performance outcomes;

7. Highly developed communication skills, both written and oral.

## Desirable:

1. Strong focus on community, social, and environmental sustainability;
2. Commitment to ongoing professional development;
3. Sound background in diverse stakeholder engagement.

### Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, Regional Australia Bank's Code of Conduct and Regional Australia Bank's Human Resources Policy and agree to meet and adhere to these and have my performance monitored and evaluated in relation to the role as outlined in this position description.

I have been made aware how to access Regional Australia Bank's policies and procedures for future reference. I am also aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate manager or the Human Resources Department.

I further acknowledge that Regional Australia Bank's policies and conditions of employment are revised on an ongoing basis. Regional Australia Bank commits to advise all employees of changes to policy, procedure and conditions of employment in conjunction with relevant legislative changes.

**Name:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Chief Executive Officer**

**Chairman/Board Representative**