

Position Description

Legal Administration Officer

Department:	Legal and Governance		
Reports to:	Legal Manager		
Location:	Head Office – Armidale or Port Macquarie		
Present Incumbent:	Various		
Position Number:	9049	Number of Direct Reports:	0
Level of Appointment:	4	Date Approved/Updated:	November 2023

Our Organisation

Regional Australia Bank is a customer-owned bank helping regional Australians achieve their lifestyle goals for over 50 years. It has a reputation for being flexible, personable and being able to make the complex simple. With roots in regional NSW and head offices located in Armidale and Port Macquarie, Regional Australia Bank has grown to be one of the premier banking alternatives to the 'Big Four' banks.

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.



Department

The Governance & Legal Office is responsible for all matters pertaining to the governance of Regional Australia Bank, consisting of, but not limited to, coordination of legal services to and on behalf of Regional Australia Bank, compliance management, the Internal Audit & Assurance function, oversight of all assurance obligations, and policy and management committee administration.

Purpose of the Position

This position reports directly to the Legal Manager and is responsible for assisting in the coordination of legal services to and on behalf of the organisation.

The Legal Administration Officer manages various administrative tasks, such as contracts and agreements, Australian Financial Services Licence (AFSL) and Australian Credit Licence (ACL) matters, as well as providing support to the wider legal team. This role also includes collaborating with internal and external stakeholders, and active participation in project work and continuous improvement efforts within the team.

Key Responsibilities

1. Assist with providing assurance across legal risk management by monitoring regulatory and statutory changes, correctly interpret and apply new regulations, legislation, and statutory requirements, assess whether existing business processes are set up to operate in a legally compliant way and provide advice of such obligations in an operational function.
2. Assist with the maintenance of a compliant suite of loan contract and security documentation for loan transactions.
3. Assist with ensuring the efficient and effective management of deceased estate matters.
4. Support any required legal or recovery proceedings to enforce Regional Australia Bank's contractual interests.
5. Contribute to project requirements as required to ensure the bank's interests are protected and project milestones, critical dates and deadlines are met.
6. Maintain the register for Regional Australia Bank's contracts, leases, and agreements to ensure the service is in accordance with specifications, recommendations, and service level agreements. This involves working closely with internal stakeholders to meet the legal obligations of the contracts and agreements.
7. Respond to Legal requests through Government departments, Solicitors and Courts and ensure they are actioned in a timely and efficient manner.
8. Assist with managing Regional Australia Bank's Australian Financial Services and Australian Credit License administration and reporting obligations and maintaining effective assurance over each license's respective obligations.
9. Assist with the preparation of any relevant reports to Management as required.

Selection Criteria and Role Competencies



Essential:

1. A relevant business qualification with administrative experience working in a professional environment and/or an equivalent alternate combination of relevant knowledge, training and/or experience.
2. Demonstrated ability to communicate effectively in all forms, including written, verbal, and interpersonal interactions, with a focus on clarity, accuracy, and professionalism.
3. Proficiency with a range of software and systems, with the capability to efficiently navigate, input data, and extract relevant information, enhancing workflow and productivity.
4. Demonstrated ability to prioritise tasks, meet deadlines, and manage workloads effectively, ensuring timely completion of assigned work and projects.
5. Ability to work independently when required, contribute to the team, and work collaboratively and effectively across the organisation.
6. Demonstrated ability to maintain integrity, confidentiality, and diplomacy at all times.

Desirable:

1. Previous secretarial/administrative experience within a financial institution.

Performance Requirements

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. Maintain confidentiality and adhere to requirements of the Privacy Act when assessing members.

Company Advocacy

- Act as an advocate for Regional Australia Bank in all dealing with members and staff whilst promoting the values of integrity, respect, and fairness, maintaining a professional image, and fostering a balanced team environment.

Professional Development

- Demonstrate a willingness and capacity to gain new knowledge and skill relevant to your role through training within the workplace, through successful completion of individual training and development activities.

Performance Management

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



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 People and Culture 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 People and Culture 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:
Signed

Date:

Legal Administration Officer

Name:
Signed:

Date:

Legal Manager

