

# Senior Manager, Financial Crime Strategy



## Purpose

The purpose of this position is to drive the strategic direction, innovation, and optimisation of financial crime management, ensuring that fraud, AML/CFT, and sanctions detection and intervention capabilities are future-proofed, data-driven, and continuously improved.

This role is instrumental in embedding a sustainable financial crime operating model, ensuring TSB remains resilient against emerging financial crime threats and industry expectations.

## Role dimensions

- **Reports to:** Head of Customer Operations
- **Division:** Operational Excellence
- **Location:** Wellington, New Plymouth or Auckland
- **Direct Reports:** Yes

## Person specifications

- Relevant tertiary qualification in business, commerce, risk or a related field.
- Extensive experience in strategic leadership or business transformation (ideally within retail banking, financial crime operations, or financial intelligence areas).
- Experience optimising financial crime systems and analytics, including transaction monitoring and fraud detection tools.
- Proven ability to deliver strategic initiatives that enhance financial crime detection, mitigation, and regulatory compliance.
- Excellent stakeholder management skills and the ability to effectively engage and influence across all levels of management.
- Strong data-driven decision-making capabilities with a track record of driving innovative solutions.
- Excellent written and verbal communication skills, and the ability to effectively delegate, influence and interact at all levels, including with the Board.

## Role specific areas of responsibility

- Develop and lead the strategic roadmap for financial crime prevention and detection, ensuring alignment with regulatory expectations and business objectives.
- Drive the optimisation of fraud, AML/CFT and sanctions transaction monitoring, working closely with technology teams to enhance technology solutions and detection models.
- Ensure TSB's has a data-driven intervention capability within financial crime, ensuring high risk transaction detection, pattern analysis, and effective predictive risk modelling are proactively identifying threats.
  - oversee the design and implementation of transaction monitoring rules, leveraging financial intelligence to refine detection capabilities.
  - embed continuous improvement practices, ensuring financial crime systems and analytics remain adaptive to new fraud typologies and financial crime risks.
- Lead financial crime optimisation initiatives, working alongside the Operations Integration Manager to drive structured capability uplift, issue resolution, and process and system optimisation.
- Foster a culture of innovation and collaboration, supporting capability development across financial crime teams.
- Ensure that operational risks, compliance obligations, and process enhancements are proactively identified and addressed.
- Partner with technology teams, external vendors, and financial crime peers to stay ahead of industry advancements in fraud, AML/CFT, and sanctions management.
- Foster a collaborative, high-performance culture, ensuring teams are empowered to execute operational initiatives effectively.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development. This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.