# Position Description

| Position Title | Compliance Advisor | | | |
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| Reporting Manager Position | Risk and Compliance Manager | **Location** | Wollongong Office | |
| Department | Governance, risk and compliance | **Employment Type / Approved FTE / Position Level** | Permanent FTE | |
| Reporting Positions | NA | | | |
| Key Relationships | Internal: all Peoplecare teams | | | |
| | | | | |
| Position ID | Note: This will be implemented once TechOne introduced | **Review Date** | | **Reviewer** | CRO |

## About Peoplecare

Peoplecare Health Insurance is a member-owned not-for-profit health insurer that exists purely to benefit its members. At Peoplecare, we genuinely care about the health and wellbeing of our members and are united by a commitment to providing exceptional customer service, support and value for our members.

Peoplecare is an Illawarra-based company with members throughout Australia. We also manage a number of external health funds and operate an optical and dental clinic. We pride ourselves in delivering outstanding personal service, offering value health cover, and making health insurance easy.

Peoplecare is one of the most sought-after employers of choice in the region. Our exceptional workplace culture prioritises employee engagement, professional growth, and creating a supportive and rewarding environment for our team.

## Position Purpose

The Compliance Advisor supports the Governance, Risk and Compliance (GRC) function by maintaining regulatory engagements, monitoring regulatory changes, embedding compliance obligations into business processes, and strengthening organisational compliance maturity. This role plays a key part in maintaining a strong compliance culture through regulatory scanning, advisory support to business units, and support the oversight of core compliance frameworks.

The Compliance Advisor works closely with the broader GRC team and the business to ensure that compliance obligations are understood, appropriately managed, and embedded into operational activities. The role also supports compliance with the Privacy Act, Competition and Consumer Act, Private Health Insurance Act, Modern Slavery Act, Workplace Health and Safety Act, relevant APRA Prudential Standards, attestations, and mandatory training obligations.

## Key Accountabilities

**Regulatory Change Monitoring, Regulatory Engagement and GRC Involvement**

- Monitor and assess regulatory changes relevant to the organisation's obligations.
- Coordinate with departments to embed new or revised obligations into internal processes.
- Maintain and support the regulatory change register and related governance activities.
- Maintain the Regulatory Activities Register, ensuring all interactions with regulators are accurately recorded and monitored to support transparency, timely responses, and alignment with regulatory obligations. Assurance over the Financial Accountability Regime Policy

**Risk and Compliance Training Review**

- Review and refresh risk and compliance training content to reflect updated obligations and key focus areas.
- Coordinate with People & Culture and other business units to ensure training is effectively delivered and tracked.
- Identify training gaps and make recommendations for improvement.

**Privacy Policy – Serious Harm Assessment**

- Support privacy-related assessments, including serious harm reviews under the Notifiable Data Breach Scheme.
- Assist in updating privacy policies and maintaining alignment with legal obligations.

**First Line GRC Process Involvement**

- Actively support first line teams to integrate compliance into business processes such as:

- o   Marketing approvals (e.g., Admation)
- o   Discount and promotion compliance
- o   Assurance over member growth practices f.e. obligations related to new product development, new sales channels
- o   Modern slavery responses
- o   Assurance over compliance with Service Provider Policy
- o   Critical business process compliance
- Provide practical guidance and assess compliance implications of new or evolving business activities.

**Attestation Assurance Support**
- Assist in the collection and review of attestations across the business.
- Validate attestation responses and escalate inconsistencies or issues for resolution.

**GRC Email Support**
- Manage and respond to incoming queries via the GRC inbox, ensuring timely triage and resolution.
- Log and track recurring issues for continuous improvement opportunities.

**Other Duties – Development and Continuous Improvement**
- Participate in professional development, GRC team initiatives, and continuous improvement efforts.
- Contribute to team culture and cross-functional collaboration.

**Team Contribution**

- Participate in team initiatives and promote excellence in information provision to the Board, Executives, Managers, and other users.
- Develop a business-oriented culture based on initiative, innovation and exceptional member service.
- Undertake the role of effective challenge and ensure all employees correctly adhere to relevant internal processes and promote usage of the risk system.
- Work co-operatively and effectively with the governance, risk and compliance management function in the achievement of collective goals, and more broadly across Peoplecare managers and teams for the achievement of strategic and business objectives and outcomes.
- Engage in self-development and action plans from individual performance reviews.
- Participate in change initiatives aimed at improving the business performance with a risk and compliance focus

## Qualifications & Experience
- Advanced computer literacy
- Experience in insurance or financial services industry
- Analysis and problem-solving experience
- Experience with data analytics tools to develop, build and produce reports
- Legal background (desirable)

## Mindset, Behaviours and Skills
- Role model the Peoplecare Way.
- Enthusiastic, trustworthy, approachable, and a team player.
- Work independently and take initiative.
- Manage sensitive information professionally and confidentially.
- Always seek to deepen expertise and knowledge of best practice relevant to position.
- Exceptional relationship, stakeholder, and influence skills.
- Simplify complex information and customise messaging for different audiences.
- Strong verbal/presentation skills and attention to detail.