

Quality Control Incident Management Lead

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Company: Optus

Location: Sydney

Category: other-general

At Optus, we don't sit back and let the future happen to us - we're out there making it. By expanding into new technology and relentlessly improving every day, we're creating a better tomorrow for all Australians.

We believe in the strength of a vibrant, diverse and inclusive workforce where backgrounds, perspectives and life experiences of our people help us innovate and create strong connections with our customers.

Reporting to the Senior Manager, Quality Control Risk & WHS the Quality Control Incident Management Lead is responsible for the effective management of incidents in Customer Success & Customer Solutions channels across key compliance areas including Privacy, Fraud, Sales Compliance, Regulatory & Security & Crime Related Events.

This will be achieved by executing on the Quality Control Incident Management Standards and Operating procedures and processes built & optimized in collaboration with the Senior Manager, to support overall risk reduction through effective identification, management, remediation & closure of key incidents identified in accordance with Optus' internal and external Regulatory, Legal, Privacy & Fraud Risk Management obligations.

The day to day - Incident response: Collaborate with legal, privacy, regulatory and fraud teams to ensure that incident response conforms to Optus' obligations and is managed with confidentiality or privilege as required.

- Control framework: Work with the Control's Manager to monitor, track and optimize the end-to-end control framework in accordance with Incident response requirements.
- Communication and documentation: track and manage minutes, actions & documentation of

working group meetings, as well as developing documentation and reporting on the overall incident management for senior and executive leadership team members.

- Business Continuity: Develop Customer Success & Customer Solutions Business Impact Assessment & Business Continuity plans through engagement and interviews of senior leaders across both Business Units to capture critical business functions.
- Ensure clear lines of responsibility and accountability for incident response to ensure key actions are taken and managed in accordance with Optus' obligations.

Why you are our next Lead · Knowledge of Regulatory, Privacy, Legal and Fraud Risk Management components – Telco is an advantage.

- Solid understanding of Risk, Control & Incident Management principles & methodology that can be applied into the telecommunications industry.
- Building of Business Impact & Business Continuity Plans.
- Auditing and or assurance experience.

What's in it for you? · Competitive salary and performance incentives

- Discounts to Optus products and services, and to over 400 retailers Australia-wide
- Training, mentoring and development opportunities (ask us about OptusU!)
- Up to five days of Volunteer Leave per year
- A connected day for you to use to connect to something you are passionate about
- Hybrid ways of working
- Vibrant campus life, variety of facilities including restaurants, cafes, gymnasium, GP, and post office
- Sydney Campus; 20mins from CBD via our Optus bus. Our 999 Metro Connect service connecting you to and from Macquarie University Metro Station to Optus Campus every 6-8 minutes, morning and afternoon!

Keen to see what it's really like to work at Optus? Search #OptusLife on LinkedIn to go behind the scenes!

At Optus, we are strengthened by others and that means valuing diversity and saying 'yes' to embracing individual differences. We are committed to ensuring that our application process provides an equal employment opportunity to all job seekers, including individuals from diverse gender, cultural and linguistic backgrounds, individuals with a disability, individuals identifying as being part of the LGBTQIA+ community, individuals who may have served in the armed forces or who identify as Aboriginal and/or Torres Strait Islander. If you require any adjustments or accessibility support to participate fairly and equitably in the

recruitment process, please email ***** along with your preferred method of contact and we will be in touch.

For more information on Diversity, Inclusion & Belonging at Optus, please visit <https://www.optus.com.au/about/inclusion-diversity>

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