



Banking Ombudsman

Position Description

Title: Prevention Analyst

Reports to: Deputy Banking Ombudsman - Prevention

Location: Wellington

Our work

The Banking Ombudsman Scheme (BOS) was set up in 1992 as a free and independent means of helping people resolve problems with banks. We also identify trends and insights to prevent problems and improve banking.

As a free service, our services have the ability to impact on every person in New Zealand who holds an account with a registered bank.

Our office is located in Wellington, and our small team are a hard-working and dedicated group of professionals who uphold a tradition of being easy to access, independent and fair. We love what we do and the difference we make in the lives of New Zealanders.

Prevention team

The Prevention team is responsible for pulling together information and statistics from complaints, stakeholders and sector developments to identify insights BOS can share with banks and customers. We analyse and share the insights we see to encourage best practice by banks and informed decisions by customers.

Purpose of the role

We are a small team and the role is a wide-ranging one covering all aspects of information analysis and insight. It covers research and policy analysis, data and reporting.

The Prevention Analyst is responsible for:

- research and policy analysis of issues emerging in the finance sector and from stakeholders
- slicing and dicing statistics for reporting, levies, presentations and media queries
- managing BOS' survey programme
- supporting the prevention team to identify and share prevention insights, and collaborate with stakeholders to build financial capability and promote high standards of banking.

Key Responsibilities

Information analysis

- analysing and presenting information from complaints, feedback channels, stakeholders and sector developments to identify trends and insights
- conducting research and policy analysis on a wide range of issues to identify broader trends and issues in banking complaints
- slicing and dicing statistics to generate performance reports and levy modelling, and for presentations and media queries
- presenting information visually (in dashboards and infographics) to enhance understanding of trends and issues
- undertaking ad hoc information and statistics queries
- undertaking the annual calculation of levies
- managing BOS' survey programme to capture meaningful feedback and insights
- maintaining and improving the accuracy of data, including editing the historical data for individual cases as appropriate
- ensuring data documentation and procedures are maintained and updated regularly
- proactively identifying ways to improve the quality, accuracy and timeliness of information channels
- developing tools, processes and programs to increase efficiency
- building relationships and collaborating with the resolution team to identify trends and insights.

Support the prevention team

- drawing together multiple channels of information to identify key prevention insights
- tracking and measuring improvements in banking practice and customer awareness
- monitoring and reporting on engagement rates from various channels, and progress with projects and strategies
- designing and developing tools to make functions/processes more efficient and to increase the level of insight from information sources
- identifying new opportunities and innovations
- supporting the prevention team with digital and communications support as required.
- undertaking such extra tasks as required to assist BOS in achieving its organisational goals, using initiative and a flexible approach
- all other duties as directed by the Deputy Banking Ombudsman – Prevention.

Key relationships

External

Participants
Public
Other dispute resolution schemes

Internal

The Banking Ombudsman
Deputy Banking Ombudsman - Prevention
Other staff
Board Members

Our Values

- **Respect:** we listen and seek to understand different points of view. We are empathetic but neutral.
- **Excellence:** we do everything to the best of our ability, we do it better every time and we look to add value from our insights and learning.
- **Adaptability:** we both respond to and lead change, we look for solutions to problems and learn from mistakes.
- **Courage:** we make principled decisions.
- **Honesty:** we speak up openly and keep our word.