ANZ RETURN TO WORK

MAKING WORK WORK FOR YOU

APPLY FOR THE ANZ RETURN TO WORK PROGRAM

About ANZ

At ANZ, everything we do boils down to 'why' – our purpose – to shape a world where people and communities thrive. We're just as focused on seeing our people thrive as well as our customers. We'll give you every opportunity to develop your career.

We are responding faster to changing customer requirements, focusing on the things that matter the most, energising our people, eliminating waste and reducing bureaucracy.

ANZ has started to move to a new way of working, using agile practices. To understand more about this new way of working, we encourage you to take a look here.

ANZ recognises the value of an inclusive and diverse work environment. We take pride in the diversity of our people and encourage applications from diverse candidates. Our recruitment decisions are based on the key inherent needs and requirements of each role, and candidates are selected based on their unique strengths and characteristics.

We work flexibly at ANZ. Talk to us and let us know how these roles can be flexible for you.

About the types of roles
On the following pages, you'll learn about the types of roles we have available within ANZ Technology.

For each role, you'll see a **Job profile** which describes activities and capabilities required for the role and what a day in the life might look like.

Some of the terminology relates to our new way of working. Don't worry, we'll be covering what this means at our Marketplace and during induction.

Some key terminology:

Squad: a team of around 6-9 people
Tribe: a collection of squads working together
Chapter: expertise from business and technology disciplines
Product Owner: guides the squad to peruse its mission "what to do"
Sprint Planning: shared understanding of work needed to be done and by whom

Note: You are not expected to have 100% of the capabilities required for the role, so if the type of role interests you and you feel that you have most of the capabilities described, then please apply.

Read on for more information about the roles

Questions? Check out our website or email us.

An overview of the types of roles available

Analytics

Analyst – Deeply understands business environment to refine requirements to increase the quality and efficiency of solutions being built by Squads

Data Analyst – Deeply understands the power of data to generate quality customer insights, manage information, identify trends and make decisions

Leadership & Project Management

Chapter Lead – Leads a chapter of squad members by guiding 'how-to' work and their professional development

Tribe Performance Lead – Owns the tribe/tech area backlog, working closely with other leads to prioritise and allocate work. Ensures alignment and effective management of inter-dependencies. Measures what matters

Product Owner – Enables and inspires the squad to pursue its mission by guiding them on what work should be completed

Release Lead – Converts business initiatives into cross platform or cross tech area releases of new technology features or enhancements

Tech Area Architect – Guides and qualifies the architectural decisions, constraints and patterns adopted within the tech area ensuring reusability and scalability of solutions

Engineering

Engineer - Designs and builds solutions

Business Analytics & Business Management

Journey Expert – Optimises existing end to end customer journeys and improves the customer experience by devising new, innovative solutions, services, products or propositions

Executive Assistant – supports an Executive/Lead on a 1:1 basis and may also support a number of leads. Support's both the executive but also the cadence of the whole team

Testing Roles

Tester – Designs and executes functional and non-functional tests, builds scripts and tools to improve test automation

Analyst
About The Role

An **Analyst** deeply understands the business environment to:
- Refine requirements to increase the quality and efficiency of the customer outcome being delivered by the Squad.

What might a day in the life look like?

- Partner with Product Owner to validate requirements and priority and ensure alignment to value
- Partnering with the Product Owner, Engineers and other people in your Squad to uncover dependencies and validate boundaries and sequencing of User Stories
- Collaborates with Product Owners and Engineers to translate business requirements into workable technology outcomes for the Squad
- Leverage tools for optimal collaboration (across geographies) and knowledge sharing
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Creates estimates and continuously reviews demand within the individual Squads
- Identify opportunities for continuous improvement and implement solutions to perform more effective and efficient analysis
- Provide ongoing support for the platform as required e.g. problem / incident management
- Optimise workflow management to ensure traceability back to strategic alignment
- Verify and validate what is in production (especially after changes)

What will be in your toolkit?

- Experience in one or more Analyst roles previously, EG: Process Analyst, System Analyst, Business Analyst, Data Analyst, Operations Analyst
- Deep system knowledge to turn customer needs into business requirements and workable technology outcomes
- Experience in translating requirements into user stories and acceptance criteria
- Strong communication and presentation skills
- A desire to continuously learn new techniques / technologies and bring innovative ideas into the Squad
- Has a broad understanding of how to apply New Ways of Working to their role

Data Analyst

About The Role

A Data Analyst deeply understands the power of data to generate quality customer insight, manage information, identify trends and make decisions

What might a day in the life look like?

- Implement a fact-based culture throughout the bank
- Fact-base may contain Customer, Operational, Commercial, Market place, Regulatory inputs aligned to business objectives
- Continuous generation, monitoring, presenting and conducting of 'fact-based' analysis of relevant customer insights to use at any time for the development and improvement of relevant and innovative propositions
- Continuous measurement and analysis of various private and corporate customer journeys
- Perform data analysis within different Tribes in order to support individual missions of Squads
- Generate, monitor, present and analyse relevant customer insights, costs, benefits, and risks for customers, clients and cohort products; this could include business casing, what if scenarios and opportunity sizing & assessments
- Develop tools and methods to fully profile customers and customer segments
- Sourcing data from a variety of sources to combine, synthesise and analyse to generate insights
- Support key data platform and/or data scheduling jobs to support insights delivery to key audiences (e.g. frontline, other tribes)
- Lead, Optimise, Design and execute business interventions (customers and operational) to uplift customer engagement and business performance

What will be in your toolkit?

- Strong communication and presentation skills
- Hands-on knowledge and experience with tools and techniques for analysis (data warehouses, databases (e.g., SAS, SQL, Cognos, etc.), and data processing tools, analysis, presentation and application
- Analytical and inquisitive mindset to continuously improve the level of insight surfaced
- Strong ability to translate data insights into practical business recommendations
- Depending on the specific tribe, squad and purpose, a mix of:
- Dashboarding experience (ie Qlik, Tableau)
- Campaign Build Experience (ie Unica)
- Data Platform Engineering and/or Data Operations management
- Ability to effectively communicate to all stakeholders (technical and non-technical)

Chapter Lead
About The Role

As a **Chapter Lead**, you are also responsible for building world class capability in your chapter. You'll be a promoter and ambassador of the new culture and ways of working. You will bring knowledge or deep expertise on a specific topic and develop this expertise and capability in your chapter members. Along with Product Owners and coaches, Chapter Leads care for and nurture the growth of their chapter members to ensure they are inspired by a sense of purpose and are continually building their mastery and autonomy. Chapter Leads are not full-time managers, they work as a squad member for ~50% of their time and manage people (across squads) for ~50% of their time.

What might a day in the life look like?

- Lead a team of technology experts and analysts, to ensure the Division has visibility of technology risks, with a strategy to ensure health of assets.
- This includes developing data sets across risk, business and technology, performing data analysis for insights, and building automation of key control indicators for operational and technology risk
- Role is also to develop and execute the strategy, tools and solutions for maturity in risk analytics and insights and supporting our business risk management chapters to deliver risk expertise to business partners
- Overall responsibility for leading the data analytics function for Assurance
- Generate, monitor, present and analyse relevant risk insights, costs, benefits, and risks for customers, clients and cohort products; this could include business casing, what if scenarios and opportunity sizing & assessments
- Enable the efficient sourcing data from a variety of sources to combine, synthesise and analyse to generate insights, Lead, Optimise, Design and execute business interventions (customers and operational) to uplift customer engagement and business performance
- Responsibility for technical management of activities, in accordance with plans & processes, to successfully deliver squad and tribe outcomes
- Support the robust governance and controls frameworks required to secure and manage sensitive data
- Create and Promote the new culture and support personal development
- Develop Chapter Expertise
- Share knowledge and align development across your chapter members

What will be in your toolkit?

- Strong understanding of technology assurance and how systems impact operational risk
- A background in leading and delivering Data Analytics within Assurance and Risk
- Experience working with technology partners to deliver quality data analysis, products and services to a range of customers
- Ability to lead a multi-disciplinary team of experts and analysts to deliver iteratively on the chapters' mission
- Experience with Analytical tools (e.g., SAS, SQL, R)
- Expertise in operational risk management
- Ability to effectively communicate to all stakeholders (technical and non technical)

Engineer
About The Role

An **Engineer** designs, builds, tests and supports applications and/or underlying bank infrastructure. They work closely with squad members to ensure outcomes meet customer expectations.

What might a day in the life look like?

- Enables continuous delivery practices to increase delivery speed
- Works in collaborative teams to build innovative solutions
- Utilises tools and practices to build, verify and deploy solutions in the most efficient ways, enhancing tech division capabilities
- Implements a culture within the Tribe and the Chapter, encouraging best practices around reviews, quality and documentation
- Contributes to Engineering communities, meetups and conferences to promote technology development culture and practices
- Provide ongoing support for platforms as required e.g. problem and incident management
- Creates estimates and continuously reviews demand within the individual Squads/teams
- May create, understand and monitor application metrics

What will be in your toolkit?

- Have a thirst and willingness to expand knowledge with new technologies bringing benefits into the Tribe
- Experienced in one or more roles previously eg: Front/Back end Engineer, Operations Engineer, Integration Engineer, Infrastructure Engineer, Security Engineer, Service Desk etc
- Ability to triage and diagnose defects/issues
- Experienced working with operations and architecture groups developing scalable and supportable solutions (desired but not mandatory)
- Understand customer needs to make sound judgments
- Pays attention to the detail and demonstrates problem solving capability to develop and deliver quality solutions
- Understanding of current state landscape and relevant technologies

Journey Expert

About The Role

A **Journey Expert** optimises existing end-to-end customer journeys and improves the customer experience by devising new, innovative solutions, services, products or propositions

What might a day in the life look like?

- Engage with customer groups to understand both stated and unstated needs
- Uncover customer needs and ensure they are represented in the design of solutions
- Follow through to ensure customers experience changes made – the work does not stop at implementation
- Make effective decisions, balancing customer satisfaction, brand development, quality and risk
- Develop innovative data-driven insights on customer needs
- Ensure customer solutions are elegant in their simplicity. This includes working with Technology to ensure architecture is continually simplified and ensuring alignment with other squads/tribes on end-to-end customer journeys
- Depending on the tech area you are in you will develop, implement and realise customer propositions, campaigns and promotional activities for our customers and optimise based on continuous feedback loop
- Understand business architecture and processes to continuously improve, simplify and deliver a better customer experience
- Determine how best to deliver and embed change into the bank and to customers, integrating stakeholder needs
- Develop and facilitate learning frameworks

What will be in your toolkit?

- An intense passion and curiosity for customers, their needs and wants, putting them at the centre of everything you do
- A desire to optimise customer journeys and experiences
- Existing functional experience or expertise in one or more of the following disciplines: Business Analysis, Learning & Facilitation, Change Management / Implementation, Business Process Architecture, Performance excellence, Assurance
- Ability to explore customer needs in a data-driven way, develop and implement innovative solutions, test the outcomes, and iterate
- Domain or segment knowledge relevant to the tech area / tribe you are interested in joining (desired, but not mandatory)
- An end-to-end appreciation of the customer journeys your tribe / tech area will be working on (desired, but not mandatory)
- Interest in and affinity for Technology

Product Owner

About The Role

A **Product Owner** enables and inspires a multi-disciplinary team ('Squad') to pursue its mission, by guiding them on 'what' work should be completed by the squad. The Product Owner constantly prioritises tasks and the squad's (teams) backlog with the customer at the heart of their decision making. The Product Owner also ensures that the work is strategically aligned to the tribe mission and engages with other Product Owners to align and manage interdependencies.

What might a day in the life look like?

- Deep expertise on the relevant topic
- Ability to galvanise a diverse group of people around a common mission
- Ability to adapt and grasp new skills and content
- Proven analytical skills and evidence based decision making
- Ability to ask for and give feedback
- Proven ability to innovate and adapt to latest development in area of expertise

What will be in your toolkit?

- Create, prioritise, sequence and maintain the Product Backlog
- Assist with the development of Epics, Themes and Features into user stories that are granular enough to be achieved in a single sprint
- Convey the vision and goals at the beginning of every Release and Sprint and ensure the Squad remains aligned to these
- Engage customers and stakeholders to ensure the Squad is building the right product and course corrects if needed
- Liaise with tribe leads and other PO's to ensure the squad has the right amount of support required to succeed
- Actively participate in daily standups, Sprint Planning, Showcases and Retrospective ceremonies
- Use metrics to ensure feedback from customers is captured as well as continually reviews product progress
- Provide ongoing support for platforms as required e.g. problem and incident management

Release Lead

About The Role

A **Release Lead** converts business initiatives into cross-platform or cross-Tribe releases of new technology features or enhancements.

What might a day in the life look like?

- Experience working in an agile environment, at scale
- Demonstrated competency to deliver business outcomes of the various initiatives
- Strong knowledge and understanding of business needs and technology domain
- Ability to inform business prioritisation decisions while establishing and maintaining a high level of customer trust and confidence
- Ability to improve on existing processes to allow for improved delivery by influencing squad engineering practices
- Be able to apply engineering principles and tools to effectively provision and co-ordinate complex interdependencies
- Ability to develop and agree value for change initiatives and track value through execution

What will be in your toolkit?

- Joint design of release plan with Tribe Performance Lead and Tech Area Architect to ensure alignment of priority and timeframe between business portfolios and technology Domains
- You will be flexible enough to work across tribes however accountability is within a specific tribe
- Embed release engineering practices to influence the optmisation and flow of value through the releases
- Continuous aggregation and communication of backlog and feature progress, dependency progress and major impediments effecting the release
- Track and resolve impediments for the release
- Translation of business initiatives into cross-platform or cross-Tribe releases
- Fit-gap analysis and feasibility assessment across the platforms/Tribes within the domain against the scope/timeframe/value of release
- Provide input into value assessments and do-ability
- Lead the coordination and execution of release activities across Squad/s and/or Technology Areas

Tech Area Architect

About The Role

A **Tech Area Architect** would define the architecture for a Technology Area, plan the architectural runway to support upcoming sprints, design/evaluate solutions and provide technical expertise to squads.

What might a day in the life look like?

- Assess ideas considering value proposition, possible solution options and sizing of work
- Identify architecturally significant epics
- Collaboratively define the Solution Overview within the Technology Area
- Allocate responsibility across subsystems
- Define interactions between subsystems
- Develop and support the use of architecture guard rails – patterns, principles, reference models etc
- Establish critical non-functional requirements
- Actively participate and provide architecture consulting in the continuously delivery pipeline, particularly in the Enabler Epics

What will be in your toolkit?

- Joint design of release plan with Tribe Performance Lead and Tech Area Architect to ensure alignment of priority and timeframe between business portfolios and technology areas
- You will be flexible enough to work across tribes however accountability is within a specific tribe
- Deep platform/product knowledge to define architectural standards and technology roadmaps that meet business needs
- Understanding of the technology stack in depth, including applications within and outside the Tribe
- A desire to continuously learn new technologies and bring the best new ideas to the Tribe
- Strong skills in building collaborative relationships with stakeholders to understand their business and technology needs (current and future)
- Good communicator and problem solver that can understand and translate business needs into strategic technology roadmaps and architectural principles
- Understanding of business drivers, direction and flow on technology
- Ability to consult across business and technology with a view of compliance impacts
- Supporting Domain, Tribe and Tech Area Leads to break down customer problems and opportunities into solution hypotheses and/or deliverable pieces of work for the squad

Tester
About The Role

A **Tester** brings an engineered test approach and executes functional and non-functional tests, builds scripts and tools to create and improve existing test automations. They also collaborate with Analysts and Engineers to solve problems to ensure a seamless customer experience.

What might a day in the life look like?

- Collaborating with the product owner, engineers, analysts and other people in your Squad to identify risks early and helps to prevent and fix bugs as they arise, improving quality from the outset. (Test early and test often)
- Understanding customer needs and ensuring tests cases are designed to meet acceptance criteria
- Coaching engineers to have test driven development approaches to avoid coding defects
- Designing test approaches and optimizing test execution across functional and non-functional coverage
- Building scripts and tools to implement and continuously improve test outcomes
- Identifying opportunities for testing continuous improvement and implement solutions to perform more effective and efficient testing
- Ensuring the necessary hygiene and traceability for test case creation, script creation, test execution and defect logging in a tool system
- Create acceptance criteria and provide estimates for their work
- Influence analysts and engineers to have a testing mindset by contributing to and / or supporting analysis and design activities

What will be in your toolkit?

- Well versed with test automation approaches and experience with various tools
- Proven analytical capabilities to evaluate test results
- Proven ability to respond to change quickly, including changing, adding, or improving test cases
- An eye for detail, able to identify risks and issues sooner rather than later and not afraid to call them out
- Someone with a resilient personality who is comfortable with change and able to overcome setbacks as they occur
- A continuous and pragmatic problem solver that can act collaboratively to work through issues
- Proficient in driving white box testing approaches
- Able to prove the quality of the solution through adequate and fit for purpose test coverage
- Ability to take a Risk Analysis approach to testing
- A quality mindset, to ensure testing occurs early and often
- Ability to contribute and / or support analysis and design activities (for example contribute to acceptance criteria of user stories, participate in design discussions)

Tribe Performance Lead

About The Role

As a **Tribe Performance Lead** you will work closely with the Tribe lead to plan for and deliver customer outcomes and manage the backlog at the Tribe level, drive high performance and co-ordinate interdependencies between Squads. This role may be an individual contributor or may also have chapter lead responsibilities for a chapter of product owners.

What might a day in the life look like?

- Along with the Tribe Leaders develop a roadmap of features that will be developed and delivered by the Tribe over time
- Monitor and measure work delivered by the squads in line with the Objectives and Key Results (OKR) framework
- Ensure that work on the backlog is informed by accurate customer feedback and that the end product creates a better experience for our customers
- Manage the Tribe's backlog ensuring there is enough work ready to be picked up by the squads
- Develop the acceptance criteria for each feature of work which can be used to confirm what is done
- Size up work in the Tribe's backlog and assess capacity of each squad to determine who completes the work
- Own the Tribe backlog and ensures alignment between each squad's Product Owner
- Track performance & value realisation from the investments ensuring alignment to the Tribe agenda
- Drive insight on Tribe performance and work with Portfolio Performance and Tribe leads to establish or refine strategic and tactical activities towards the achievement of Tribe agenda
- Ensure clarity and alignment of priorities across the Tribe, including communicating progress to key stakeholders
- Developing and driving regulator operating rhythm across the Tribe
- Effectively embodies and promotes the culture and values of the Tribe, and leads the team to do the same

What will be in your toolkit?

- Previous experience in scoping and developing plans for strategic pieces of work
- Experience in executing business change including key stakeholder management along the journey
- Proven analytical skills and data-driven decision making
- Developed mechanisms to track performance and value realisation on investment
- Ability to quickly gather information on the progress of work and communicate this to key stakeholders
- Identify, monitor and manage risks, issues and dependencies, agreeing appropriate risk responses

Executive Assistant
About The Role

As an **Executive Assistant** you will provide executive support to Portfolio Owners, Domain Leads, Tribe Leads and Technology Area Leads on a 1:1 or shared basis. The role is an evolution of a traditional EA role, with an emphasis on supporting not only the executive(s), but the overall cadence of the team.

Some of the tasks that these roles will be responsible for include: executive support; supporting and co-ordinating the cadence and operating rhythm of the area; managing costs, travel, catering, functions, property and technology needs; and monitoring expenses. In some areas this may also include some logistics and asset management. The EA will also provide support to the Lead with diary management and general tasks that help the area to run smoothly. This may include managing portfolio days, tribe days and assisting the Tribe Performance Lead or Tribe Coach with logistics or events.

What might a day in the life look like?

- Tracking and Management of invoices incurred by the area
- Diary management for the Lead and helping them to prioritise their time
- Co-ordinate Portfolio Planning days as required and along with the Tribe Performance Lead co-ordinate Tribe planning days as required
- Support the set up and ongoing running of assets across the area
- Collaborate and connect with stakeholders within your area and in other areas
- General problem solving and take a proactive approach to remove roadblocks for your area
- Development and execution of key events for your area
- Tracking dependencies and risk for your area

What will be in your toolkit?

- A positive, can do attitude
- Excellent administrative and organisational skills
- Some experience managing small projects, initiatives or events
- Curiosity and a willingness to constantly test and revise your own thinking
- Experience in diary management
- Able to manage priorities and conflicting issues in a professional manner
- Proven ability to build strong, open and collaborative working relationships
- Demonstrated ability to use initiative
- Proactive by taking action and being persistent in addressing issues