

MAJOR AUSTRALIAN BANK

How Peoplebank delivered a cost-effective solution to source, assess and onboard a 30-person Anti Money Laundering (AML) Quality Control cohort, helping a major Australian bank scale capability for its financial crime transformation program.

✓ BACKGROUND

A bank is managing a Unusual Activity Reports (UARs) backlog, with volumes expected to increase. UARs are generated across the business, primarily by the Fraud Team and frontline staff who identify potentially suspicious activity, such as cash deposit structuring to avoid reporting thresholds.

To accelerate processing, the bank engaged an offshore partner to conduct investigations, with productivity ramping progressively to full capacity. All investigations, whether closed or escalated as Suspicious Matter Reports (SMRs), require onshore Quality Assurance (QA) review in Australia to meet regulatory obligations and fixed delivery timelines.

While offshore investigations are scheduled to conclude next year, the onshore QA function will continue beyond this period. The 30 QC Analyst roles are central to this capability and form part of a broader workforce build of approximately 70 positions across the program.

✓ SOLUTION

The bank needed to rapidly build a specialist AML Quality Control capability against a fixed regulatory deadline. Previous recruitment campaigns had highlighted a risk: candidates who interviewed strongly did not always demonstrate the technical capability required once onboarded.

The approach was therefore twofold: deliver a 30-person cohort within 2.5 weeks, and increase confidence in candidate capability before offers were made. The bank required a rigorous, evidence-based assessment process without compromising speed to hire.

✓ OUTCOMES

Peoplebank delivered the engagement through three integrated phases:

1. Targeted Market Mapping
2. Structured Assessment Centre
3. Onboarding and Retention Support

Working with the bank, we designed and delivered a structured Assessment Centre to evaluate both technical capability and behavioural fit. This enabled hiring managers to assess practical skills, critical thinking and collaboration before making offers, reducing hiring risk and improving selection confidence.

Our consulting brnak Leaders IT Launch Mentoring Program provided structured coaching and mentoring to support onboarding, engagement, performance and retention from day one, at no additional cost. We delivered a fully onboarded cohort of 30 AML Quality Control Analysts within 2.5 weeks, enabling the bank to meet a critical regulatory milestone. Throughout each phase, we balanced speed, quality and risk mitigation in a highly regulated environment.



KEY RESULTS

Onboarded 30 Anti-Money Laundering QC Analysts within 2.5 weeks

2,100

Candidates mapped

750+

Candidates approached

350+

Candidates called

90

Candidates long-listed

45

Candidates assessed



Filled niche IT skills for AML Quality Control