

<b>Position:</b>	<b>Risk and Compliance Officer</b>
<b>Agreement:</b>	Surf Coast Shire Council Enterprise Agreement 2022 – 2025
<b>Award Classification:</b>	Band 6
<b>Division:</b>	Strategy and Effectiveness
<b>Unit:</b>	Integrity and Governance
<b>Date Reviewed:</b>	May 2024
<b>Approved By:</b>	General Manager Strategy and Effectiveness
<b>Current Incumbent:</b>	<b>VACANT</b>

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

## Our purpose, direction and approach were developed collaboratively by our people for our people.

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

### Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

#### *We Do What We Say*

We set clear expectations  
We are accountable for our actions  
We get things done

#### *We See Opportunity*

We look for better ways  
We are open minded  
We learn from our experiences

#### *We Work Together*

We value strengths and differences  
We seek to work with others  
We help people to succeed

#### *We Make a Difference*

We proudly represent Surf Coast Shire Council  
We act with the future in mind  
We go the extra mile

### POSITION OBJECTIVES

- Be the subject matter expert in risk and provide specialist risk advice to the Risk and Compliance unit and the organisation.
- Responsible for the coordination of Council's insurance functions, including providing specialist advice to internal stakeholders and the coordination of all insurance claims.
- To manage and maintain the Compliance Framework, including periodic reporting of statutory compliance

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with the provisions of the Local Government Act and its Regulations, and other Acts the Council operates in accordance with.

- To manage all corporate reporting functions.

**ORGANISATIONAL CONTEXT**

Refer to Surf Coast Shire Council Organisation Chart within this document.

**ORGANISATIONAL RELATIONSHIPS**

Reports to: Coordinator Risk and Compliance

Supervises: Nil

Internal Relationships: All employees and Councillors

External Relationships: Claims contractor, claimants, insurers, lawyers, or agents, regulators and other stakeholders

**Position description**

KEY RESPONSIBILITIES	MEASURABLE OUTCOMES
<p><b>Risk</b></p> <p>Under the direction of the Coordinator Risk and Compliance, lead the implementation of the principles and guidelines contained in AS/NZS ISO 31000:2009 (Risk Management Standard) and the delivery of Council's Risk Management Framework.</p> <p>Provide subject matter expertise, challenging stakeholders to consider decisions through a risk and compliance lens.</p> <p>Promoting a risk aware culture, through the development and delivery of communication and engagement activities including coaching, training and workshop facilitation with other areas.</p> <p>Responsible for Council's Enterprise Risk Register and ensure actions are circulated and reviewed by managers and officers.</p> <p>With the Coordinator of Risk and Compliance, preparation of various reports on the progress of risk management programs and activities.</p> <p>Conduct risk assessments with other areas where required.</p>	<p>Successful implementation of AS/NZS ISO 31000:2018 standards.</p> <p>A more mature risk management culture is developed at Council.</p> <p>Collaborate with internal stakeholders to understand their business and adapt as required to ensure the Risk Management Framework is a valued contributor to business outcomes.</p> <p>Risk management training, including the use of risk management software.</p> <p>Regular maintenance and review of Council's Enterprise Risk Register.</p> <p>Strategic and operational monthly and quarterly risk reports are provided to the Executive Management Team and Audit and Risk Committee.</p>
<p><b>Insurance</b></p> <p>Provide specialist advice to internal stakeholders ensuring insurance queries from Council staff and members of the public are answered in a timely manner.</p> <p>When required, provide advice and report to the Executive Management Team and Audit and Risk Committee.</p> <p>Coordinate all insurance claims and associated processes from end to end and provide customer service to our community in relation to any claims and proactively work with them to resolve any inquiries.</p> <p>Responsible for Council's annual insurance renewal process.</p> <p>Ensure Council's claim register is managed and updated to identify trends.</p>	<p>An increased awareness of insurance requirements and obligations in the organisation.</p> <p>Claim documentation provided within legislative requirements.</p> <p>Successful review and completion annually of the insurance renewal process</p> <p>Maintenance of the insurance asset register.</p> <p>Regularly maintained claims register.</p>
<p><b>Business Continuity</b></p> <p>Assist with the coordination, development, and evaluation of Council's Business Continuity Planning, and provide technical assistance to management and staff as required.</p>	<p>Completion of the annual review of the Business Continuity Procedure.</p>

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**Compliance and Reporting**

Manage and maintain the Compliance and Integrity Framework.

Prepare relevant reports to provide to Executive Management Team, Councillor Briefings, Audit and Risk Committee and Council.

Complete Local Government Performance Reporting Framework (LGPRF) reporting.

Receive notification of non-compliance and incidents and work with the Manager Integrity and Governance with any relevant investigation.

**Internal Audit**

Provide the organisation with internal audit management and support.

Be the primary point of contact between the internal auditors and the organisation and arrange meetings for the internal auditors with management and staff.

Provide VAGO with all non-financial information during their three audits per year.

**Audit and Risk Committee**

Primary point of contact for all ARC related matters across the organisation.

Provide meeting services, facilitating payment of fees and general communications.

**Fraud and Corruption**

Maintain the Fraud the Corruption Control system.

Assist in training and awareness.

Assist in administrative tasks regarding investigations.

**Other**

Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

**Risk Management and Workplace Health & Safety**

Increased awareness and maturity of compliance across the organisation.

Attend Executive Management Team meetings and Councillor Briefings and present regularly about reporting.

Maintenance of the non-compliance and incident register.

Council's internal audit program is managed successfully.

Support the Audit and Risk Committee in delivering their responsibilities.

Increase Fraud and Corruption awareness across the organisation.

Support the Coordinator Risk and Compliance as required with ad hoc projects and tasks.

Continuously review and improve risk and compliance processes.

Support the organisation in its Emergency Management response.

Risk, hazards, and incidents are reported in a timely

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Observe safe work processes in accordance with training and instruction given and report any risks to immediate supervisor.

Risks arising in the workplace may be financial, safety, site, task, or person specific.

Participate in the consultative processes provided by the organisation.

**Record Keeping**

Understanding records management obligations and responsibilities.

Making and keeping accurate and complete records of business activities and decision making.

Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters.

manner using the correct channels of communication.

Ensure that work practices are conducted in line with Council's WHS and Risk management policies, practices and relevant legislation.

Ensuring the quality and accuracy of the data used or entered on Council databases and systems.

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### ACCOUNTABILITY & EXTENT OF AUTHORITY

- Input into the development of the Risk Management Policy, Framework, Risk Appetite, tools and templates.
- Ensure all requests for information and enquiries are provided in a timely, effective, and courteous manner.
- Provide specialist advice to stakeholders as required.
- Provide support to the Risk and Compliance Coordinator.
- Operate within the scope of applicable guidelines and relevant legislation.

### JUDGEMENT AND DECISION MAKING

- Apply specialist skills and knowledge effectively to act independently within scope of responsibility and deferring to Coordinator Risk and Compliance when guidance is required.
- Leverage knowledge of standards and best practice combined with risk and insurance experience to identify and analyse options to inform decision making of self and others.
- Support confident decision making across the organisation through guiding the management of key enterprise risks. Providing practical fit for purpose tools and guidance to enable people to assess risk and consider appetite in the performance of their duties.
- Exercise sound judgment and discretion in all aspects of this position, including determination of liability of general insurance claims.
- Use methodical practices when identifying and investigating potential issues or incidents.
- Review procedures, documents, and systems, and recommend appropriate improvements.
- Apply discretion and confidentiality for information obtained and used in day-to-day activities.

### SPECIALIST SKILLS AND KNOWLEDGE

- Demonstrated experience in the application of risk knowledge to enable the organisation to effectively assess risk against appetite to take measured risk in pursuit of opportunity.
- Previous experience in the development and management of enterprise risks.
- Extensive understanding of insurance principles and practices that support resolution of claims management issues.
- Ability to understand complex information.
- Ability to create and analyse data, identify trends and prepare reports.

### MANAGEMENT SKILLS

- Skills are required in managing time, setting priorities, and planning and organising one's own work (and, where applicable, the work of other employees) to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to simultaneously manage several work elements within timelines.

### INTERPERSONAL SKILLS

- Provide specialist advice to senior management and staff of Council.
- Liaise with relevant internal and external specialists to ensure that informed and considered decisions are made on all claims.
- Ability to liaise with Council's senior management and external stakeholders to discuss and resolve complex insurance and risk matters.
- Excellent verbal communication skills with previous experience in engaging, coaching, training and presenting.
- Ability to gain co-operation and assistance from others.
- Well-developed oral and written communication skills.
- Ability to effectively deliver sensitive and confidential information to stakeholders.
- Ability to work in a team environment and autonomously as required.

### EQUAL OPPORTUNITY STATEMENT

Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.

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## **CHILD SAFE STANDARDS**

Surf Coast Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Surf Coast Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

All positions within Council are required to have a current Working with Children Check (WWCC) as stated in Council policy. All prospective employees cannot commence work with Council until they have a valid WWCC.

All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

## **KEY SELECTION CRITERIA**

### **MANDATORY QUALIFICATIONS, EXPERIENCE AND REQUIREMENTS**

- Relevant tertiary qualification and /or at least three years' experience in risk management.
- Demonstrated experience in working in the insurance industry.
- Highly developed interpersonal and communication skills, including the provision of professional advice to internal stakeholders.
- Excellent verbal communication skills with previous experience in training and presenting.
- High level writing skills and ability to prepare clear and concise documents, policies and reports.
- Excellent organisational and time management skills and the ability to work with changing priorities in a changing environment within strict timeframes.
- Initiative, independence, and ability to work in a team.
- Demonstrated ability to deal with sensitive and confidential issues.
- You have the Right to live and work in Australia
- Qualification checks
- A current WWCC
- Police Check results that are suitable for this position (will be arranged by Surf Coast Shire Council).  
A complete international criminal history check is required if the person has worked or lived overseas for any period of time OR a complete national criminal history check is required if the person has only ever worked in Australia.

### **DESIRABLE QUALIFICATIONS AND EXPERIENCE**

- Current Victorian driver's licence.
- Experience working in a similar role in Local Government

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.

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