

### Manager Risk and Governance

**Incumbent** Vacant

**Department** Corporate and Community Services

#### Main Purpose of the Role

The Manager Risk and Governance is accountable for the strategic development, implementation and maintenance of high-quality governance and risk systems that supports transparent and effective decision making within the organisation.

The primary focus of the role is to develop, maintain and monitor Council's governance standards, tools and frameworks and to drive a culture of best practice in corporate governance, customer relations and risk across the organisation.

This includes managing a small team that assists, guides and advises the Executive Leadership Team in the performance of their governance and risk responsibilities and ensure compliance with the Local Government Act 1993 and other relevant legislation.

**Reports to** Director Corporate & Community Services

**Staff Supervised** Risk Officer, Events Officer, Records Officer and Customer Relations Coordinator

**Hours of Work** Full Time – 35 hours per week (9-Day Fortnight)

<b>Salary</b>	<b>Grade</b>	21	<b>Band</b>	3	<b>Level</b>	3	<b>Step</b>	TBC
---------------	--------------	----	-------------	---	--------------	---	-------------	-----

**Last Reviewed** July 2024

### Responsibilities

#### Workplace Health & Safety & Risk Management

- Lead and coordinate the Workplace Health and Safety team to ensure the ongoing development, implementation and adherence to Council's Risk Management Framework, policies, procedures and strategies. This includes supporting training & development, understanding and accountability of risk management and compliance throughout the organisation.
- Promote an organisational culture where safety is important and compliance and reporting is encouraged and supported.
- Oversee incident reporting and management.
- Facilitate the identification and assessment of Greater Hume Council's risks and ensure the creation and maintenance of a Risk Register which identifies high and significant project and operational risks.
- Liaise with regulatory stakeholders, keep abreast of industry changes and best practice guidelines.
- Develop and manage sound working relationships with Council Insurance providers to ensure the process of claim management, policy renewals and incentives are managed effectively and efficiently to ensure the Council's Insurance function is managed.
- Develop and maintain an Enterprise Risk Management Framework that outlines the responsibilities and expectations on Council's risk owners and provide them the guidance required to identify, analyse, manage, review and report on risk within their area of responsibility.
- Provide direction and commitment to risk management principles as part of Council's management planning, decision making and the undertaking of operational activities.
- Effectively integrate the management of risk into Council's management planning activities to ensure the achievement of its strategic objectives as outlined in the Community Strategic Plan (CSP) and associated documents.
- Apply and incorporate the ERM Framework into Council's operational activities and business planning processes.
- Promote an environment of risk awareness and willingness to manage risk at all levels of the organisation.
- Work with Executives and relevant staff to identify and develop risk mitigation strategies to reduce the likelihood and impact of potential organisational and / or project risks.
- Ensure the key risks associated with accessibility to Council sites, site safety and CCTV functions are managed effectively.
- Oversee and manage Greater Hume Council events compliance and approval process for all events held in the Greater Hume Council Local Government Area. Ensuring that all events are reviewed in a timely manner and adhere to the Council's policies, procedures, risk management processes and stakeholder/legislative obligations.

#### Audit Risk and Improvement Committee

- Maintain high level understanding of audit and risk management requirements as set out in the NSW Office of Local Government guidelines, relevant professional standards and NSW Government policies
- Fulfil the role of **Internal Audit Coordinator**, this involves providing overall strategic oversight of internal audit activities and acting as a forum to communicate between the ARIC, GM, ELT, internal and external audit functions.
- As the Internal Audit Coordinator, review and advise Council on a series of matters that relate to the adequacy of the Risk Management Frameworks, internal and external audit functions, resources, audit charter, work plans, findings, recommendations and corrective actions and that these comply with best practice and relevant public sector policy.
- Monitor controls and risk management strategies, including determining the annual internal audit plan of high – medium risk activities, directing the outsourced internal

audit function to perform audits and manage its performance.

- Provide timely advice and recommendations to the Audit, Risk & Improvement Committee on matters relating to risk management, compliance and audit and instigate timely and effective trouble shooting actions as required.
- Support the Audit, Risk & Improvement Committee in accordance with NSW Office of Local Government guidelines and manage the co-ordination of meetings, agendas and preparation of briefs, issuance of complete and timely meeting papers, taking and distribution of minutes and following-up actions from the meetings.
- Develop and maintain the compliance obligations register and ensure Council's staff attest annually to complying with their obligations.
- Contribute to and lead other project-based work as directed by the Director Corporate & Community Services by providing highly skilled input, strategic advice, consultation, evaluation and expert report writing skills.

### **Governance**

- Review and draft corporate governance policies and procedures.
- Maintain and update appropriate policy and procedure guidelines and templates.
- Review and assist with the formulation of all policies and procedures drafted by other teams of Council to ensure compliance with the policy framework and adopted content templates.
- Manage and update the Policy Register.
- Undertake the administration of Council's Delegation Management System and Register including the management of relevant software systems.
- Identify redundant and inaccurate issued delegations.
- Design and preparation of training and education materials on Delegations and how they apply to staff.
- Administer all Governance Registers in an efficient and accurate manner.
- Complete mandatory and annual reporting requirements including under the Public Disclosures Act 2022.
- Provide advice and administrative support to the processes of declaring Gifts and Benefits and Conflicts of Interest.
- Preparation and efficient administration of Council's Legislative Compliance System including the administration of Responsible Officers and keeping up to date with relevant legislation amendments, changes and updates.
- Facilitate and administer complaints in relation to the Code of Conduct as the Complaints Coordinator.
- Provide support to the General Manager/Public Officer in attending to Probity matters.
- Administer the Legal Services Register.
- Provide the relevant information yearly as required for the Annual Report.

### **Customer Relations & Records Management**

- Lead and oversee the Customer Relations team to ensure a high level of customer service is delivered to the community and all organisational requirements are met. This includes overseeing Library Services, Youth Programs and other grant funded opportunities.
- Ensure all Council Customer Relations Service Centre's are open and operate during the required business hours and maintain a high level of presentation.
- Ensure all reporting obligations including but not limited to monthly reporting, Council Reporting and financial reporting obligations.
- Interpret reports and data to ensure that Customer Relations Centre's are meeting the needs of all stakeholders.
- Adopt a continuous improvement approach and facilitate a culture where team members are supported to achieve high customer service standards.
- Lead and oversee the Records Management function for the Council. This includes supervising the Records Management Officers to ensure all internal and external correspondence is being managed in accordance with the legislative framework for Local Government and the requirements of the organisation.

- Coordinate the effective use of associated software and technology used within these areas of the organisation.

### **Leadership & Reporting**

- Attend functions, meetings and other required events to publicly represent Council.
- Prepare and deliver presentations internally and externally.
- Lead, mentor and guide your team members. Act as a positive role model that demonstrates Council values and objectives. Regularly meet, communicate and support team members.
- Host meetings and communicate relevant subject matters.
- Review data and prepare meaningful and timely reports.
- Conduct regular performance reviews of team members.
- Develop strong relationships with a range of stakeholders and represent Council favourably, ethically and in line with the Code of Conduct.
- Remain accountable, responsible, professional and transparent with communication of information.
- Support organizational initiatives and provide resources, information and support as required.
- Prepare, manage and oversee the departmental budget.

### Authority and Accountability

- Policy and procedures are readily available but the job holder is required to use judgment skills to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction
- Decisions made by the job holder affect the work and activities of others within the Department
- Significant planning is required to assure the appropriate sequence of activities and co-ordination of resources

### Judgement and Problem Solving

- Problems are solved by using research, analysis, and evaluation of information, which is often not readily available. Judgment is important, as there is often no right or wrong solution
- The job holder must evaluate a variety of issues in more complicated situations. Considerable and adaptive thinking will be required.

### Management Skills

- The job holder is responsible for the direction and co-ordination of operations of a branch function within the Council
- The person initiates action in the following work areas:
  - Evaluating performance;
  - Approving overtime;
  - Recommending employees;
  - In collaboration with People & Culture manage employee complaints;
  - Make a recommendation for Disciplinary actions; and
- The job holder approves and makes final decisions in the following work areas:
  - Assigning work activities;
  - Coaching and advising;
  - Identifying training needs;
  - Authorising timesheets; and
  - Approving leave.

### Interpersonal Skills

- This job requires written communication skills, which enable the job holder to write correspondence, reports, and submissions that require original sentence and paragraph construction and wording
- Responsible for resolving unusual, non-recurring inquiries or problems. May also be responsible for resolving disputes between customers
- Responsible for team building and team development
- This job requires communication skills, which enable the job holder to perform the following activities:
  - Exchange/explain information;
  - Explain situations;
  - Advise, recommend or counsel;
  - Train one-to-one;
  - Market, sell, persuade, influence;
  - Negotiate agreements;
  - Resolve conflict;
  - Counsel on problems;
  - Participate in meetings/group discussions;
  - Conduct meetings/lead group discussions; and
  - Make formal presentations or speeches.

### Essential Criteria for Appointment

- A relevant tertiary qualification in a relevant area or other related discipline and/or substantial experience working in similar role at a senior level
- Demonstrated experience leading a team to deliver key outcomes to a high standard including influencing culture, mentoring and guiding staff, effectively communicating and managing performance.
- Excellent knowledge of governance and risk frameworks, ideally related to the NSW Local Government sector, including interpretation of legislation, legislation reforms, reporting, meeting and decision-making procedures, elections, policy and strategy development.
- Experienced in understanding and interpreting legislation and guidelines and then implementing the required processes into an organisation
- Excellent written and verbal communication, presentation, conflict resolution and consultation skills including demonstrated ability to communicate with a range of stakeholders with often competing priorities.
- Demonstrated experience in developing, reviewing and contributing to long-term corporate documents such as strategies, policies and annual reports.
- Class C driver's license.

## Part 4 – RWHS Responsibilities Accountabilities and Authorities

The following responsibilities, accountabilities and authorities set out hereunder form part of your job description.

### RWHS Responsibilities

- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work to your Supervisor
- Comply with all safe work practices and procedures set in place by Management (following consultation with relevant employees) and to observe all instructions issued to protect your health and safety or the health and safety of others
- Only undertake tasks that you have been appropriately trained in, and are qualified and competent to undertake in accordance with SafeWork NSW and other requirements
- Work towards achieving set RWHS targets and target completion times
- Support Rehabilitation in the workplace
- Cooperate with Council in the fulfilment of obligations placed upon Council in accordance with the current Work Health and Safety Act and Regulations
- Participate in workplace RWHS inspections
- Be vigilant and report risks that may affect persons outside Council i.e. members of the public, visitors, etc. Such risks may be due to deterioration in roads, footpaths, parks, drains and other infrastructure
- Ensure any RWHS Records are created and maintained in accordance with Council's policies and procedures
- Assist Management and/or trained staff in conducting RWHS Risk Assessments and in the implementation of control measures

### RWHS Accountabilities

- Following all Council Safe Work Practices and Procedures
- Reporting all incidents, accidents and injuries prior to completion of work on the day
- Participating in Team meetings
- Complying with all externally issued safety and health instructions issued by SafeWork NSW and government Agencies
- Attending all compulsory and relevant training

### RWHS Authorities

- To fix any problems/hazards within your scope of responsibility and financial delegation
- To immediately report any problem/hazards outside of your scope of responsibility or financial delegation to your Manager, Supervisor or Team Leader for immediate action.

### Critical Physical Factors

The following Critical Physical Factors are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these Critical Physical Factors as an inherent requirement of their employment.

- Ability to lift 15kgs floor to shoulder height occasionally
- Ability to squat and kneel on one or both knees occasionally for periods of 5 minutes
- Ability to climb steps / stairs occasionally
- Capacity to stand for sustained periods
- Ability to occasionally push and manoeuvre loaded trolley containing office equipment and other materials
- Capacity to maintain fine hand and finger use during periods of sustained computer use
- Capacity to sit for sustained periods
- Ability to alternate between sitting and standing constantly.



### Delegations

- As per Delegations Register

### Special Conditions of Employment

- This position has been identified as “child-related employment” under the Commission for Children and Young People Act 1998. Relevant criminal history and apprehended violence order checks, structured referee reports and prior employment checks, including relevant disciplinary proceedings will be conducted on recommended applicants
- It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. As an applicant for a child-related employment position, you will be required to make a disclosure as to whether you are a prohibited person, that is, someone who has been convicted of a serious sex offence.
- Health Monitoring for the purposes of meeting legislative and procedural requirements must be undertaken periodically. These requirements may include, but are not limited to:
  - Pre-Employment (including urine screening for Alcohol & Other Drugs, Spirometry and Serology) and Exit-Employment Medicals;
  - Bi - Annual Audiometric (hearing) Testing;
  - Bi - Annual Skin Checks
  - Bi – Annual Hazardous Chemical Screening
- All positions within Council are subject to random saliva testing for Alcohol & Other Drugs (AOD) as per Councils AOD Policy
- Council vehicle provided for all business related travel

### Additional Duties

Nil