

WHITEHORSE CITY COUNCIL

Position description

Job title: Coordinator Risk, Integrity and Assurance	
Classification: Band 8	Classification: Band 8
Reports to: Manager Governance & Integrity	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position is responsible for:

- Enhancing organisational resilience to ensure long-term sustainability through effective risk management
- Coordination of Council's strategic and enterprise risk programs
- Support to the internal audit function and the Audit and Risk Committee.
- Coordination and management of Council's general insurance functions and all associated insurance incidents and claims.
- Establish a robust system for minimising the risk and occurrence of fraud and corruption

Key Responsibilities

Position Specific Responsibilities

- Effectively and strategically manage business enterprise risk to minimise risk exposure for Council, employees and the community.
- Provide high quality strategic, technical advice and support Council's risk management.
- Overseeing the ongoing development and implementation of a contemporary enterprise risk and assurance framework, ensuring it remains effective and fit for purpose.
- Providing timely, relevant, and strategic advice to Senior Leadership and the Audit and Risk Committee regarding regulatory changes, industry trends, and potential exposures, supported by robust reporting and measurement of risk appetite.
- Conduct compliance reviews of policy, spot checks, process or operational application in line with regulatory requirements, ISO/Australian standards and internal policy frameworks, analysing results, providing advice on effective systems of control and documenting findings through high quality independent review reports.
- Working with the team to develop, implement and review the risk management framework across the organisation to advance risk management cultural maturity levels and achieve target performance levels.
- Partner with risk owners to develop, review and mature operational risk registers with effective risk treatment plans

- Provide expert advice to management and employees in matters involving risk management, systems of control, prevention of fraud and corruption, insurance and claims mitigation and management.
- Ensure Council's Insurance portfolio provides appropriate coverage for its risks.
- Undertake annual Fraud and Corruption control and risk assurance mapping
- Act as Council's designated Public Interest Disclosure Officer in accordance with the *Public Interest Disclosures Act 2012 (Vic)*
- Oversee the coordination the Audit and Risk Committee meetings ensuring high-quality insights and updates on risk and integrity matters.

Corporate Responsibilities

- Ensure adherence to all corporate policies, procedures and the organisational goals and values principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: The position is responsible for the Risk, Integrity and Assurance Budget and to effectively manage the relevant resources.

Staff responsibility: Three

- Senior Audit and Assurance Officer
- Senior Risk and Assurance Officer (Part-time)
- Risk, Integrity and Assurance Advisor (Part-time)

Decision Making:

- Accountable for the timely delivery of services plans, role specific performance indicators, action plans and reporting cycles.

- Accountable for conducting agreed independent operational reviews and spot checks throughout the organisation to evaluate and improve the effectiveness of compliance risk management and controls
- Authority to provide technical advice, reporting to and liaising with management and executive committees and Audit and Risk Committee, contractors and customers
- Authority to exercise delegations and make decisions and recommendations based on expertise

Specialist Knowledge and Skills

- Extensive knowledge and application of risk management principles within a large and complex organisation.
- Demonstrated knowledge of key legislative and regulatory codes that apply to local government, including but not limited to the Local Government Act 2020, AS/NZS ISO Risk Management 31000:2009, AS 8001-2021 Fraud and Corruption Control etc.
- Proficient in coordinating and supervising public liability claims management process.
- Proficient in working with risk management and assurance frameworks and their processes.
- Understanding of the organisation's long-term goals, its values and of the legal and political context in which it operates
- Excellent numeracy skills, Power BI and data analytics skills a plus
- Satisfactory National Criminal History Check.

Continuous Improvement

- The ability to identify and recommend appropriate process and customer experience improvement opportunities for referral to the Whitehorse Continuous Improvement Program and contribute to project activities is desirable.
- Demonstrate a Continuous Improvement open mindset and attitude, actively seeking opportunities to improve the audit and assurance function, inspiring others to drive continuous improvement culture in their work areas, challenging the status quo where possible.

Technology

- Extensive knowledge and application of corporate risk management online tools
- Competency in the use of Microsoft applications, including Word and Excel

Qualifications and Experience

Qualifications/ Certificates /Licences:

- Tertiary qualification in risk, audit, governance, law, business or related discipline, and/or several years' experience in a relevant field

Essential experience in role

- Experience in administering strategic risk and project risk functions for an organisation
- Experience in administering fraud awareness programs for an organisation
- A sound understanding of the social, political and legal frameworks in which Local Government operates.

Interpersonal Skills

- The ability to build strong stakeholder partnerships and relationships, engendering mutual trust and influencing change,
- Motivated, committed to high performance and self-starting, a considered problem solver, delivers continuous improvement outcomes and takes responsibility for own actions in a complex and demanding environment
- Demonstrated high level oral and written skills including ability to confidently present complex concepts and data in transparent formats targeted to different audiences.
- Cooperates well with others, collaborates and shares information and astute to the political environment

Key Relationships:

- The position is required to establish and maintain highly effective professional relationships with the Audit and Risk Committee, Executive Leadership Team, Managers and all staff across Council.
- The position is required to contribute to the education of individuals and teams in the delivery of internal audits and reporting, and requirements for their areas of responsibility.
- The position interfaces with the Audit and Risk Committee, outsourced internal auditors and VAGO (and its audit service providers).

Management Skills

- A demonstrated ability to lead, motivate and develop employees from across Council, to negotiate with, coach, guide and positively influence stakeholders in delivery of audits, and reports, in the achievement of corporate objectives.

- Resilience to be able to operate effectively and meet set objectives in a busy work environment with conflicting priorities, interests and pressures.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

1. Tertiary qualifications in risk management, business, internal audit, insurance or related discipline.
2. Senior experience in implementation of risk management frameworks, internal audit, compliance monitoring, insurance and claims management working in a government/local government environment or similar sector in a multifaceted organisation
3. Demonstrated experience in preparing and presenting high quality reports for consideration by the Executive and Audit and Risk Committee
4. Analytical and lateral thinking skills and the ability to take initiative, drive change and implement improvements.
5. Ability to lead, influence and gain the cooperation of internal stakeholders in a consultative and supportive manner
6. To be able to operate effectively and meet set objectives for self and for the team in a busy work environment with conflicting priorities, interests and pressures.

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	- General tidying of area - Accessing cupboards	Occasional
Hand/Arm Movement Tasks involve use of hand/arms	- Photocopying of documents - Using the a headset - Moving items around desk	Daily, intervals across 7.6 hours
Standing Tasks involve standing in an upright position	- Meetings - site inspections as required as part of Audits Working at standing desks	Daily
Reaching Tasks involve reaching above head, and above and equal to shoulder height	- General tidying of area - Accessing cupboards	Occasional
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Regular short distances < 50m,	Daily, intervals across 7.6 hours
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Trolley used when appropriate to aid in manual handling	Occasional
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Movement of objects, documents and other equipment at workstation or elsewhere in the office	Occasional
Keyboard Duties Tasks involve sitting at workstation and using computer.	Data Entry, emails, Phone interaction, minutes taking, reports, correspondence etc	Daily, intensively, with intervals across 7.6 hours
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Electronic documents, reading, researching, writing reports and taking minutes	Daily, intensively, with intervals across 7.6 hours

Any other relevant comments: