WHITEHORSE CITY COUNCIL

Position description

Job title: Insurance, Risk & Integrity Officer	
Classification: Band 6	**Effective Date**: October 2025
Reports to: Coordinator Risk, Integrity and Assurance	**Tenure**: Permanent, Part time 0.8

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.

Excellent Customer Experience and Service Delivery

Great Organisational Culture

Innovation and Continuous Improvement

Good Governance and Integrity

Long Term Financial Sustainability

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 **e**veryone has a voice and that **e**veryone 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.

Goal Statement

The position is responsible to:

1. Oversee Council’s insurance portfolio, ensuring adequate coverage, risk transfer, and cost-effectiveness.
2. Manage insurance claims, including liaison with insurers, legal advisors, and internal stakeholders to resolve claims efficiently.
3. Support Risk Management activities including embedding risk management practices across the organisation, database management, reporting and liaison with stakeholders.
4. Compile Audit and Risk Committee meeting agendas, minutes and papers.

Key Responsibilities

Position Specific Responsibilities

Insurance

- Undertake Council’s annual insurance renewal process
- Develop processes, strategies and systems focused on reducing Council’s insurance premium.
- Support stakeholders on insurance matters and indemnity liability queries
- Implement systems and processes to maintain insurance policy information
- Provide advice and support to staff and claimants on processes for claims
- Investigate new business practices and processes to enhance service delivery to reduce insurance and claims costs to Council

Claims Management

- Analyse claims trends and implement proactive strategies to reduce exposure and improve risk management practices.
- Administer and ensure the timely processing of public liability/professional indemnity, motor vehicle, property and other insurances and claims, providing high quality, professional and technical advice and guidance to internal and external stakeholders.
- Promote and educate on opportunities for improvement with respect to claims to:
    - reduce the incidence of similar events;
    - minimize the potential for liability exposures; and
    - Improve operations associated with claims/incidents and ensure positive outcomes for residents and the Council.
- Negotiate and proactively manage small claims so as to eliminate or minimise Council’s liability.

- Provide specialist advice, training and guidance to employees and management on all claims related matters.

Risk Management
- Support projects and initiatives to reduce council's liability exposure and support council's Risk Management Framework.
- Champion a risk aware culture that ensures risks are actively identified, assessed, controls evidenced, and treatments implemented
- Monitor claims incidents and ensure corrective actions are replicated into council risk register.

Audit, Integrity and Assurance
- Coordinate and support the activities of the Audit and Risk Committee, including preparation of reports and papers.
- Assess incidents and emerging issues, ensuring they are analysed and linked to relevant risks to support continuous improvement
- Administer Council's Risk Management and Incident System

Corporate Responsibilities
- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority
Budget: Oversight of Insurance budget

Staff responsibility: Nil

Decision Making:
- The position is expected to work at times autonomously and draw upon previous experience and knowledge to effectively manage their own work on a day to day basis.

- The position is accountable for managing the Council's Insurance portfolio and co-ordinating claims against Council.
- The position will exercise judgement and discretion in dealing with problems and issues as they arise that may be both complex and politically sensitive; making decisions and being aware of the implications of those decisions.
- The position will make decisions within broad guidelines and will be expected to take initiative in developing procedures and work practices.
- The ability to provide advice to customers and residents and to determine the best process to ensure the resolution of the enquiry is also key requirement of the role.

Key Relationships

- The position will liaise with directors, managers, coordinators and all council staff.
- The position is required to maintain professional relationships with:
    - Brokers, Insurers, Claims Assessors, Third-parties, Software providers, Solicitors and contractors.
    - Government Departments (Local, State & Federal), Community Agencies, Contractors (including training providers), Community Groups (as required), and industry organisations, other specialist bodies and various parties.

Role Requirements (Essential)

Qualifications/Certificates/Licences and Experience

- A tertiary qualification in risk management, finance or several years' relevant experience or extensive experience in insurance and claims role.
- Experience in a high-volume insurance claims settlement role
- Experience working with contractors, solicitors, insurance companies, brokers, loss adjustors.
- Experience in the understanding, placement and negotiation of annual insurance renewal program
- Demonstrated knowledge of relevant legislations impacting on service delivery Knowledge and/or understanding of risk management, insurance law and common law principles as they apply to the settlement of insurance and liability claims.
- High level analytical skills, especially the interpretation and presentation of complex information to make informed and sound decisions
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Technology

- Sound computer skills in Microsoft Office and Corporate database systems

Interpersonal

- Ability to manage workload to a high standard
- Sound written communication skills enabling the production of clear, accurate, and concise resources, reports, tenders, submissions, policies and legal and insurance documents.
- Well-developed verbal communication and interpersonal skills with an ability to liaise, consult and work cooperatively with a range of people within and outside the organisation
- Motivation and personal initiative
- Ability to manage and deliver consultation and negotiation processes with internal stakeholders, and deliver outcomes that align with Council's policies, practices and political context
- Ability to discuss and resolve conflicts and problems

Leadership/management:

- High level of problem solving and decision-making ability
- Ability to manage own time, set priorities, and plan work to achieve agreed timeframes
- Proven ability to effectively plan, organise and manage own time to achieve targets within a set timetable, despite conflicting pressures

Key Selection Criteria

1. A tertiary qualification in business, risk management, finance, or several years' relevant experience or extensive risk, claims and insurance experience.
2. Demonstrated experience in exercising judgement and discretion in dealing with problems and issues with both complex and politically sensitive claims matters and ability to make decisions and being aware of the implications of those decisions.
3. Prior experience in insurance management; particularly in the provision of insurance advice, assessing insurance claims and the development of insurable risk information.
4. Prior experience in risk management; assessing risk, and developing risk profile information.
5. Excellent stakeholder management and communication skills with demonstrated experience in producing and presenting reports to management.
6. Highly developed analytical and lateral thinking skills and the ability to take initiative, drive change and implement improvements.

Physical & Functional Requirements

Physical Functional Demand (Posture and manual handling)

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day
Standing Tasks involve standing in an upright position.	• Meeting with Council officers. Including review, display and sorting of documents	Occasional
Squatting Tasks involve bending at the knees and ankles, full squat and semi squat posture.	• General tidying of area • Accessing cupboards	Sometimes performed Sometimes performed
Kneeling Tasks involve bending at the knees and ankles.	• General tidying of area • Accessing cupboards	Sometimes performed Sometimes performed
Walking Tasks involve walking on even/uneven surfaces. Tasks involve walking up/down steep inclines.	• Regular short distances < 50m, Trolley used when appropriate to aid in manual handling	Sometimes performed
Lifting (Floor to waist) Tasks involve raising, lowering or transferring objects (≤ 9kg) from one position to another, using the hands.	• Collecting, returning hard copy files • **Short distances, stable load < 5kg**	Sometimes performed
Lifting (Between waist and shoulder) Tasks involve raising, lowering or transferring objects (≤ 9kg) from one position to another, using the hands.	• Collecting, returning hard copy files • Short distances, stable load < 5kg	Sometimes performed
Reaching forward Tasks involve forward reaching with the arms extended.	• General tidying of area • Accessing cupboards	Occasional Once per day
Pushing/Pulling Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).	• Movement of objects, documents and other equipment at workstation	Occasional
Hand/arm dexterity Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	• Photocopying of documents • Using a headset • Preparation of correspondence	Daily, intervals across 7.6 hours Up to 7.6 hours a day, head set offered, supplied phone headsets recommended Occasional
Handwriting Tasks that require the production of written material to record or communicate information.	• General note taking	Occasional
Keyboard duties Task involve sitting at workstation and using computer.	• Data Entry, emails, Phone interaction, reports, correspondence etc.	Daily, intervals across 7.6 hours