	POSITION DESCRIPTION	PD094	
	Administration Officer - Governance, Risk and Insurance (Resource Shared)		

Classification	Administration	**Status**	Permanent, Full Time
Directorate	Organisational Performance	**Incumbent**	Vacant
Department	Governance and Information Systems	**Reporting to**	Manager Governance and Information Systems

PURPOSE OF THE POSITION

This role reporting to the Manager Governance and Information Systems supports the development, implementation, monitoring and review of a dynamic governance framework for Waratah Wynyard Council and Circular Head Council.

This role is responsible for the promotion of a risk management culture across both Councils by encouraging people at all levels of the organisations to recognise, think about and understand risk. In doing so, it aims to minimise the waste of Council resources and endeavours to ensure that decisions, events, activities and projects are undertaken with consideration of risk to each Council, our people and the communities we serve.

The role is also responsible for the effective management of insurance portfolios for each Council and for systems and document management associated with risk management functions.

The Position plays a key role in assisting in the maintenance of the set of policies, procedures, processes, customs and legislation affecting the way each Council is administered.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Develop, implement, monitor and review of a dynamic risk management framework.	▪ Initiating review and maintenance of a Risk Management Framework. ▪ Implementing effective risk reporting at appropriate levels in each Council. ▪ Providing an annual review to each Senior Management Team. ▪ Recording risk assessment and treatment information in the risk register for relevant work areas. ▪ Communication and delivery of the risk management process and procedures as outlined in the Framework. ▪ Facilitating risk identification and assessment workshops as required. ▪ Facilitating risk management training Working towards the ongoing enhancement of the Framework including the development of Key Risk Indicators and performance monitoring. ▪ Participation in each Council Workplace Health and Safety Committee. ▪ Liaising with external parties in relation to each Council's risk management.
Manage Councils insurance portfolio.	▪ The insurance portfolio for each Council is effectively negotiated and managed with adequate levels of insurance coverage provided. ▪ Effective liaison with insurance brokers and agents occurring. ▪ Management of incident reports received and claims for compensation received.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	▪ All insurance documentation is completed in accordance with legislation and Council procedure. ▪ An Insurance claims register is effectively maintained and is periodically reviewed and reported against. ▪ Settlements are negotiated on under excess claims. ▪ Monitor the insurance and liability trends to allow for evidence-based decisions on insurance portfolio management.
Provide administrative support to the shared Internal Risk Management Steering Committee.	Ensure the Committee covers its ongoing responsibilities to: ▪ Review the Risk Management Framework. ▪ Ensure systems that support the Risk Management Framework are being maintained and implemented in practice. ▪ Define and maintain an accessible set of risk management tools for use across the Council. ▪ Undertake ongoing review and improvement of systems and tools that support the Framework. ▪ Review results of internal and external audits and implement actions where appropriate.
Manage an internal audit program to test risk management controls.	▪ Manage internal audit engagements in line with budget allocations. ▪ Track and report on internal audit findings including making recommendations to the Senior Management Teams on internal audit. ▪ Attend audit panel meetings as required to report on risk management activities and internal audit outcomes including progress against recommendations.
Document management & reporting	▪ Corporate documents and tools including forms are managed and utilised across both Councils to support the Risk Management Framework. ▪ Records are created, used, maintained, recorded and managed in accordance with organisational requirements.
Reporting	▪ Attend and report to the Councils shared audit panel as required. ▪ Report to the Senior Management Teams periodically on risk related activities. ▪ Prepare an annual report on Councils Risk Management Activities to each Council and the Executive Management Teams including KPIs identified in the Risk Management Framework. ▪ Prepare an annual renewal summary to each Executive Management Team on renewal each year.
Administrative support and other duties	▪ Other administrative duties as required. ▪ Coordinate and administer Council's electoral processes including any contractors that may be used to conduct. ▪ Provide support to internal working groups and Council meetings for each Council as required.
Implement, maintain activities that support an effective governance framework.	▪ Registers, Directives and Delegations are maintained in accordance with relevant legislation and each Council policy. ▪ Assist in the development and maintenance of each Councils registers. ▪ Undertake reporting to relevant stakeholders on governance related functions including compliance exception reporting. ▪ Assist in the review of governance related policies and procedures.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	▪ Undertake Right to Information and Public Interest Disclosure Officer responsibilities.
Meetings and Interactions	▪ Attending and actively participating in internal and external meetings and workshops, as required.
Customer Service	▪ A consistently high level of customer service, based on defined service levels, provided to internal and external customers both individually and by the team. ▪ Customer queries, complaints and correspondence responded to in accordance with defined service levels and Council expectations.
Confidentiality	▪ Integrity and confidentiality of all council related activity and documentation is being maintained.
Records Management	▪ Records are created, used, maintained, recorded and managed in accordance with the Council's Information Management Policy.
Risk Management	▪ Maintain an active awareness and reporting of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to Council. ▪ Assist Council to mitigate risk by promoting risk awareness throughout the organisation. ▪ Provide risk management information as requested and assist in the investigation of any risk management issues or claims that have been made against Council insurances.
Performance Measures	
Additional Duties	▪ Other duties as directed within the scope of the position.

Performance Measures table:

Key Performance Indicator	Purpose
% of risks in the risk register reviewed	Measure of an active system
Number of risk conversions with treatment	Measure that treatments are being managed
% of risk actions outstanding	Measure of actions being actively completed
Number of Risk Management meetings & attendance	Consistency of meetings & measure of an active system
Conduct / complete at least one control audit test per annum.	Demonstrated use of a working system

SPECIAL CONDITIONS

- A pre-employment medical including drug and alcohol testing is required prior to commencement.
- A satisfactory National Police Check will be required. Council will screen for serious offences or any other offences relating to fraud or dishonesty, or any offence that Council deems of a nature that is not appropriate for the role.

WORK HEALTH AND SAFETY ACCOUNTABILITIES

All staff are required to observe the following WHS accountabilities:

1. Ensure full compliance with Council's Safety Management Plan and associated Policies, Procedures and Instructions, specifically taking action on all points of the employee's responsibility; and

2. Ensure full compliance with responsibilities under the *WHS Act 2012*, the *WHS Regulations 2012* and other relevant legislation, in particular:
   - Take reasonable care for your own safety and that of others at their work.
   - Accept the responsibilities in the course of performing your work with regard to the use of safety devices and protective equipment.
   - Report safety hazards to minimise and control risk.
   - Report immediately any incident or injury which arises in the course of your work.
   - Ensure completion of induction, instruction and training prior to undertaking tasks.
   - Ensure that you are not affected by the consumption of alcohol or drugs so as not to endanger your own safety at work or the safety of any other person.
   - Ensure personal adherence to Council's WHS Policies, Guidelines, Procedures, Safe Operating Procedures and Safety Instructions.

CORPORATE ACCOUNTABILITIES

All staff are required to observe the following corporate accountabilities:

1. Compliance with all legislative requirements.
2. Understand and promote Council's Strategic Objectives and Core Values.
3. Adhere to Council's plans, policies, guidelines and procedures which include the Customer Service charter, WHS Standards, Information Management, Risk Management plan and matters outlined in the Employee Handbook and Enterprise Agreement.

COUNCIL VALUES

Our work and decisions are guided by our Values. Our values underpin our actions and dealings with each other and the Community we serve. As representatives of Waratah-Wynyard Council, together we deliver important services to our great Community, we are committed to deliver quality outcomes by creating a workplace culture where people enjoy their work, feel valued and are proud to work to serve our Community.

RESPECT - People are heard, valued and respected. We are fair and equitable in all our practices.

PRIDE - We take pride in the quality of our service and standard of work we deliver. We serve each other and our community with integrity

CONNECTION - People are at the heart of all we do. We are inclusive and build relationships that foster trust and belonging.

SUSTAINABILITY - The impact we have on people and our environment is important to us. We make integrated and sustainable choices.

LEARNING - We are a learning organisation. We embrace opportunities for continuous improvement and innovation.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager Governance and Information Systems, Waratah-Wynyard Council
	Director Strategic Governance, Circular Head Council
Direct Reports	Nil
Internal Liaisons:	The Officer is required to operate as an effective part of the Organisational Performance team and is expected to ensure professional and effective working relationships with the Joint Risk Steering Committee, Executive Management Team, Senior Management Team and all staff throughout both the Waratah-Wynyard Council and Circular Head Council.
External Liaisons:	The Officer interacts with the Shared Audit Panel, External Auditors, Insurance Brokers and various representatives of the community and other Councils on behalf of the organisation. High

standards of professionalism and customer service are expected, and the incumbent must display a positive and constructive approach towards Council and its activities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Officer exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to their direct manager.

PERSONAL ATTRIBUTES

- Ability to show initiative in planning and developing new ideas and approaches, and to implement and communicate change effectively.
- The ability to collaborate and engage others and be responsive to their needs and organisational goals and a commitment to customer service excellence both internally and externally.
- A commitment to continuous improvement for themselves and others to enhance service delivery and commitment to the pursuit of high standards and best practice.
- Ethical, honest and reliable in all dealings and a commitment to seek trust and be trusted.
- Inclusive and effective communication skills and techniques with an ability to clearly communicate concepts to others.
- Ability to employ sound judgment and decision making amongst competing demands.

SELECTION CRITERIA

Formal Qualifications

- Current unrestricted Tasmanian driver license.
- Tertiary qualifications in a related discipline and relevant experience would be an advantage.

Essential Knowledge and Experience

- Experience in undertaking risk management activities including hazard identification, risk assessment, risk mitigation and risk acceptance.
- High level understanding of the requirement for business continuity and the role of legislation, regulation and compliance.
- Excellent system development skills and demonstrated experience in improving business processes.
- Demonstrated ability to plan, organise, schedule and deliver own outputs and to modify approaches and adapt to new directions.
- Demonstrated experience with managing an insurance portfolio and claims.
- Sound consultative and communication skills with the ability to address small groups to influence workplace behaviour and organisational culture and build organisational capacity.
- Well-developed report writing skills and administrative skills including experience in report writing and maintaining corporate documents.

Desirable

- Local Government knowledge.
- Understanding of the Australian Standard ISO 31000:2018
- Understanding of Workplace Health and Safety legislation

ACCEPTANCE OF POSITION

I agree to the current requirements of this Position Description.

Employee Name: _____

Employee Signature: _____ Date: _____

General Manager Approval: _____ Date: _____