

# POSITION DESCRIPTION



**Position Title:** Risk Management Officer  
**Department:** Corporate Services  
**Division:** Governance and Risk  
**Grade:** 8  
**Approved Status:** Full Time / 35 hours per week  
**Last Reviewed:** January 2016  
**Reviewed By:** Manager Governance and Risk

## 1. Objectives of Position

- 1.1. To manage Council's insurance portfolio to ensure that Council is adequately protected.
- 1.2. To identify risk management issues as well as develop and implement a risk management program.
- 1.3. To identify and implement risk management strategies and processes in order to minimize Council's exposure to risk and therefore reduce the extent of incidents and the cost of claims

## 2. Key Accountabilities

### 2.1. Technical/Operational

- 2.1.1. Carry out investigations at the earliest opportunity, to obtain all relevant information so as to assess reported claims and/or incidents.
- 2.1.2. Implement early intervention of claims with a view to limiting Council's exposure.
- 2.1.3. Efficient processing of all insurance claims and incidents, excluding workers compensation.
- 2.1.4. Prompt provision of relevant information relating to a claim to the insurer.
- 2.1.5. Respond to requests for information by the insurer and Council's Solicitors.
- 2.1.6. Prompt and timely response to subpoenas.
- 2.1.7. Determining liability of claims in consultation with the Manager Governance and Risk.
- 2.1.8. Identify risk management initiatives and issues and in consultation with the Manager, develop risk management measures to limit liability and create a safe environment.
- 2.1.9. Effecting insurance renewals to ensure that Council's interests are adequately protected.
- 2.1.10. Effectively communicate and liaise with Council Staff, members of the public/residents and claimants, representatives of external bodies, including, fund managers/brokers, insurers, solicitors and other risk management officers.
- 2.1.11. Provide advice and if necessary, conduct meetings in-house, in relation to insurance/risk management issues.
- 2.1.12. Co-ordinate and support Council's Risk Management Group.
- 2.1.13. Update and maintain claims histories.
- 2.1.14. Research information relating to incidents and/or claims.
- 2.1.15. Manage financial matters relating to claims, including details regarding below deductible payments.
- 2.1.16. In consultation with the Manager Governance and Risk prepare and manage an annual budget for Risk Management.
- 2.1.17. Prepare reports and correspondence.

- 2.1.18. Undertake other relevant duties as directed by the Manager which are consistent with the employee's skill, competence and training.
- 2.1.19. Contribute to the implementation & operation of Council's WH&S policies, procedures & risk management strategies in the workplace.
- 2.1.20. Comply with equal employment opportunity (EEO) Legislation & with council's policies & procedures for dealing with EEO.

## 2.2. Financial

- 2.2.1. Ensure Council's Insurance premium payments are completed within appropriate timeframes
- 2.2.2. Ensure deductible payments are within allocated budgets.

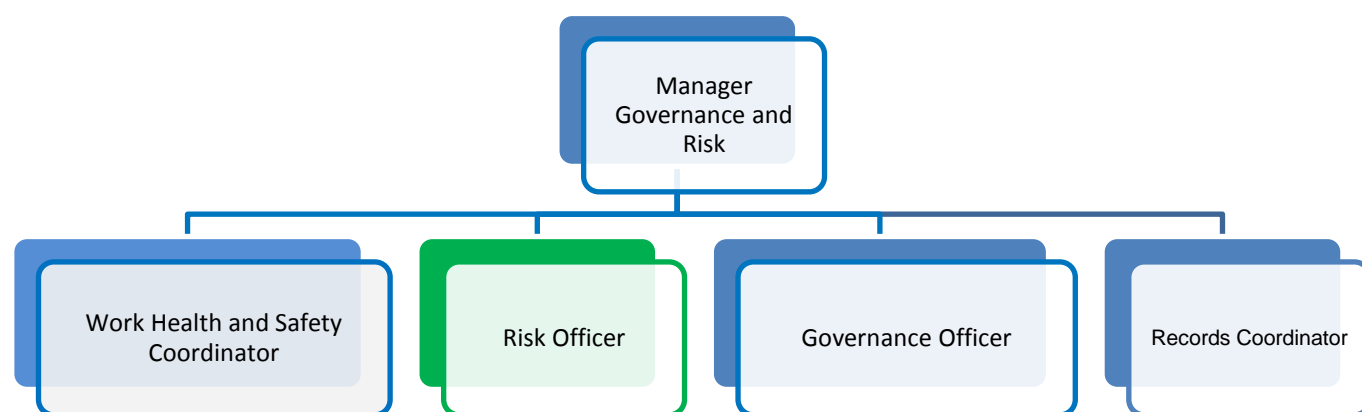
## 2.3. Communication, Consultation & Engagement

- 2.3.1. To develop appropriate training plans to ensure Risk Management requirements are understood and undertaken by all relevant staff.
- 2.3.2. To draft appropriate responses for mayoral letters/emails subject to approval by the Director Corporate Services.
- 2.3.3. To engage with relevant stakeholders in relation to Risk Management issues.

## 2.4. General

- 2.4.1. Comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- 2.4.2. Collaborate and communicate with the Governance and Risk team members to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- 2.4.3. Support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.
- 2.4.4. Carry out additional tasks within your skill set as assigned by Governance and Risk.

## Position/Department Structure



### 3. Essential Knowledge, Skills and Experience (Essential Criteria)

- 3.1. Drivers licence Class 1A.
- 3.2. Experience with desktop applications such as Microsoft Office.
- 3.3. Relevant experience in relation to insurance matters.
- 3.4. Understanding of the principles and concepts in relation to risk management.
- 3.5. Knowledge of the accounts payable process.
- 3.6. Communication skills, including excellent written and spoken English.
- 3.7. Excellent interpersonal and teamwork skills.
- 3.8. Ability to keep accurate records.
- 3.9. Computer literacy - word-processing/spreadsheets and database maintenance and operation.
- 3.10. Work Health & Safety - understanding of work area safety practices.
- 3.11. Analytical, organisational & superior negotiation skills.

### 4. Desirable Knowledge, Skills and Experience (Desirable Criteria)

- 4.1. Expertise in TechnologyOne suite of products.

### 5. Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Appointed employee

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor / Manager

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Director / General Manager

## **SCHEDULE OF OPERATIONAL RESPONSIBILITIES**

### **1. Work, Health & Safety Responsibilities**

#### **1.1. Worker**

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

### **2. Equal Employment Opportunity Responsibilities**

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

### **3. Sustainability Responsibilities**

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

### **4. Record Keeping Responsibilities**

Comply with Council's Records Management Policy and the State Records Act 1998.

### **5. Designated Person Classification**

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

## 6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

## 7. Delegations

Delegations for the position are listed in the Register of Delegations for Corporate Services and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## 8. Organisation Values

### 8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

### 8.2. Fun

We choose to create a great place to work.

### 8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

### 8.4. Teamwork

We work together collaboratively, and in support of each other.

### 8.5. Respect

We treat each other the way we would like to be treated.

## 9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: \_\_\_\_\_  
Appointed employee

Date: \_\_\_\_\_

Initialled: \_\_\_\_\_  
Supervisor / Manager

Date: \_\_\_\_\_