

Governance and Risk Coordinator

Department	Governance and Customer Service
Division	Corporate Services
Location	Drummoyne Civic Centre
Classification/Grade/Band	Grade 11
Position Code	TBC
Date position description approved	July 2021

Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

Primary purpose of the position

- To provide efficient and effective oversight of the administrative support within the Governance, Risk and Name and Address Register (NAR) areas.
- To assist in the oversight and maintenance of specific legislation-based registers, central to Council's governance management.
- To maintain systems, procedures and databases to record, monitor and manage information relevant to the good governance of Council.
- To assist in the delivery of governance services across the organisation.
- To assist in the preparation of information for inclusion in statutory and regulatory reporting, reports, presentations and correspondence on routine governance matters as required.
- To assist in the oversight of and completion of specific projects of a corporate nature, at the direction of the Manager Governance and Customer Services.
- To assist in the oversight of the preparation of the Council agenda and minutes.
- To assist in the oversight of the management of Councils Name and Address Register, and relevant associated reporting.
- To assist in the oversight of councils Audit and Risk Management programs including internal audit, the Audit, Risk and Improvement Committee, councils risk management program and insurances and premiums.

Key accountabilities

Technical/Operational

- Coordination of Councils business paper function (including agenda and minutes, attend council/committee meetings, actions and relevant reporting to the Executive and Leadership Teams and identify opportunities for improvement in business paper production and distribution.
- Assist in the training and development of staff across the organisation in report writing and report creation in councils business paper software.
- Management and development of staff in the function areas of governance, risk and insurance and NAR.
- Coordination and oversight of relevant systems, procedures, databases and registers relevant to the good governance of Council including Council's Delegations, Councillor Planning Decisions, Electoral Funding, Gifts and Benefits, Policy and Pecuniary Interest Registers and Corporate Services web pages.
- Provide professional expert advice on Governance initiatives, Policies, Procedures, Terms of Reference, Projects, delegations, legislation, probity and statutory requirements to both internal and external customers (to support the customer experience).
- Assist in the continuous improvement of and promotion of council's governance framework to support council's governance focus, including documentation of internal processes in conjunction with the Manager Governance and Customer Services
- Coordinate and monitor governance function programs and projects appropriate to the position's responsibilities.
- Proactive participation and development of annual budget, Delivery Program and Operational Plan actions and contribution to the quarterly financial reviews, delivery program and operational plan reviews.
- Knowledge of appropriate legislation and codes, Council policies and procedures, and the ability to interpret complex information on a daily basis.
- Ensure that all confidential documentation is stored safely and that the security of the office and its equipment is systematically maintained.
- Ensure all timesheets are completed in relevant timeframes with accurate information ensuring staff entitlements are correct.
- Undertake other duties as directed by the Manager Governance and Customer Services.
- Act as the Manager of Governance and Customer Service as required.
- Ensure that weekly/ fortnightly one to ones are conducted and that formal and informal feedback is given to each staff member.

Financial

- Assist in the preparation of the budget each financial year and manage effectively in consultation with the Manager of Governance and Customer Services.
- Ensure Purchase Orders are processed and approved in a timely fashion.

Management & Leadership

- Coach and mentor team members to facilitate competency development to deliver excellent customer service using the Key Performance Indicators and Quality Management Guidelines.
- Lead and motivate a committed and enthusiastic team to achieve Councils Yourfuture 2030 direction and assure work output targets and business plan are met.
- Manage team member performance through the provisions via weekly/ fortnightly one to one assessment and staff appraisals.

- Recruitment and selection of staff as required.
- Support all Councils policies and Council's management plan.
- Ability the use of delegation skills, reviewing outcomes and ensuring recommendations are followed up relating to new procedures and processes.

Communication, Consultation & Engagement

- Liaise and communicate effectively, giving timely and accurate information and advice with external and internal customers relating to governance, risk and insurance and NAR matters.
- Establish positive working relationships and open communication channels with other business units within Council.
- Communicate both formally and informally with Manager, Team Leaders and other teams within Council to ensure the achievement of Council's Management Plan and Customer Service team performance targets and Service Level Agreements are met.
- Liaise with external parties on behalf of the organisation as required.
- Encourage a harmonious and professional team environment and contribute to the development of a learning culture.
- Contributes to fulfilling work objectives by participating and providing advice, motivating team members and liaising with other teams within the organisations.
- Participate in and contribute to regular team meetings, providing input into work practices and communication issues.

General

- To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- Collaborate and communicate with the Corporate Services team members to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- Support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.
- Maintain a commitment to workplace safety, risk mitigation and EEO acting to rectify where necessary.
- Carry out additional tasks within your skill set as assigned by Manager Governance and Customer Services.

Key challenges

- The City of Canada Bay is a complex organisation undergoing structural and service delivery reform.
- Deal with sensitive, complex matters appropriately and confidentially.
- The projected significant growth in service demands will challenge and guide future organisational and service delivery strategies, practices and capability and capacity requirements.

Key internal relationships

Who	Why
The Governance and Risk Coordinator is a key point of communication within Council's Governance and Risk Department's area of responsibilities.	Identify and pursue opportunities for joint approaches and innovative efficient services and practices. Engage all Departmental stakeholders in managing governance and risk activities to ensure a consistent, fair and complaint approach to governance and risk.

Key external relationships

Who	Why
The Governance and Risk Coordinator is a key point of communication with external organisations.	Foster and strengthen effective linkages with external stakeholders to enhance cooperation with other practitioners within Local, State and Federal Government and the private sector, the Local Government Association and union officials. This contact is made to liaise, consult, advise and co-ordinate governance and risk operational activities.

Key dimensions

Decision making	The Governance and Risk Coordinator develops briefs, submissions, project plans and expenditure within their delegated authority. All work which is outside the role's delegations must be approved formally by the Manager. The position makes decisions on practice approaches in reviewing, developing and implementing governance and risk activities and initiatives. Matters that have a significant long-term effect on Council will be discussed with the Manager. Expenditure that is outside budget require the approval of the Manager.
Reports to	Manager, Governance and Customer Service
Direct reports	3
Financial Delegation	TBC

Essential requirements






Qualifications & Experience	Extensive relevant experience, combined with on and off the job training and/ or relevant Tertiary qualifications in any of the areas of risk, insurance, governance or a related discipline. Sound knowledge of the principles of good governance, and its relevance to Local Government including an understanding of the business of Council and demonstrated ability to work within a political environment. Current class "C" drivers licence.
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Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators

Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	Manage Self Shows drive and motivation, an awareness of strengths and weaknesses, and is commitment to learning	Adept
	Display Resilience and Adaptability Expresses own views, perseveres through challenges, and is flexible and willing to change	Adept
	Act with Integrity Is honest, ethical and professional, and prepared to speak up for what is right	Highly Advanced
	Demonstrate Accountability Takes responsibility for own actions, commits to safety, and acts in line with legislation and policy	Adept
 Relationships	Communicate and Engage Communicates clearly and respectfully, listens, and encourages input from others	Advanced
	Community and Customer Focus Commits to delivering customer and community focused services in line with strategic objectives	Adept
	Work Collaboratively Is respectful, inclusive and a reliable team member, collaborates with others, and values diversity	Advanced
	Influence and Negotiate Persuades and gains commitment from others, and resolves issues and conflicts	Adept
 Results	Plan and Prioritise Plans and organises work in line with organisational goals, and adjusts to changing priorities	Highly Advanced
	Think and Solve Problems Thinks, analyses and considers the broader context to develop practical solutions	Advanced
	Create and Innovate Encourages and suggests new ideas and shows commitment to improving services and ways of working	Adept
	Deliver Results Achieves results through efficient use of resources and a commitment to quality outcomes	Advanced
 Resources	Finance Is a responsible custodian of Council funds and applies processes in line with legislation and policy	Adept
	Assets and Tools Uses, allocates and maintains work tools appropriately and manages community assets responsibly	Adept
	Technology and Information Uses technology and information to maximise efficiency and effectiveness	Adept
	Procurement and Contracts Understands and applies procurement processes to ensure effective purchasing and contract performance	Adept
 Workforce Leadership	Manage and Develop People Engages and motivates staff, develops capability and potential in others	Advanced
	Inspire Direction and Purpose Communicates organisational goals, priorities and vision and recognises achievements	Advanced
	Optimise Workforce Contribution Hires and deploys people effectively and applies sound workforce planning principles	Adept
	Lead and Manage Change Initiates, supports and champions change, assists others to accept and engage with change	Adept

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Highly Advanced	<ul style="list-style-type: none"> • Champions and acts as an advocate for the highest standards of ethical and professional behaviour • Sets a tone of integrity and professionalism in the organisation and in dealings external to the organisation • Defines, communicates and evaluates ethical practices, standards and systems and reinforces their use • Creates a climate in which staff feel empowered to challenge and report inappropriate behaviour • Acts promptly and visibly in response to complex ethical and people issues
Relationships Communicate & Engage	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Results Plan and Prioritise	Highly Advanced	<ul style="list-style-type: none"> • Sets and communicates organisational objectives, ensuring these are the focus for planning activity • Considers the organisation's long term role in the community and region when planning • Ensures that a governance framework enables high quality strategic, corporate and operational planning • Ensures effective governance of program and project management, including acceptance of new initiatives
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Is able to draw on wide-ranging interests and experiences when facing new challenges • Thinks broadly about the root of problems before focusing in on the problem definition and solutions • Is able to discuss issues from different angles and project impacts into the future • Considers the broader context when critically analysing information and weighing recommendations • Involves diverse perspectives in testing thinking and solutions

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Workforce Leadership Manage & Develop People	Advanced	<ul style="list-style-type: none">• Knows the individual strengths, weaknesses, goals and concerns of members of the team• Fosters high performance through effective conversations and feedback and by providing stretch opportunities• Identifies and develops talent across the organisation• Coaches and mentors staff to foster professional development and continuous learning• Implements performance development frameworks to align capability with the organisation's current and future priorities• Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

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

- Taking reasonable care for his/her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 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.
- 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.
- Reporting all incidents, hazards and near misses to their direct supervisor.
- Actively participating in injury management and rehabilitation programs.
- Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 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.
- Attending all specified training and induction courses.
- Contributing to workplace practice and procedure reviews.
- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

1.2. Coordinator/Supervisor

In addition to the responsibilities of a worker, a Coordinator's/Supervisor's responsibilities also include, but are not limited to:

- Providing advice to the Manager on WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.

- Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- Including safety training and equipment in budgets.
- Ensuring the staff under your area of responsibility hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- Ensuring all workers have attended relevant induction and essential safety courses.
- Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- Maintaining awareness of legislation which regulates activities you are responsible for.
- Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- Ensuring workers are supervised by a competent person.
- Ensuring amenities are maintained in a safe and healthy condition at all times.

1.3. Manager

In addition to the responsibilities of a worker, this position is also responsible, as a Manager, for:

- Advising the Executive of WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- Ensuring all workers attend appropriate induction courses/programs and that all such training is fully documented.
- The inclusion of health and safety requirements, including safety training and equipment in budgets.
- Performing the required workplace inspections and audits as per the City of Canada Bay's policies, and ensuring required remedial action is completed and recorded.
- Ensuring that all equipment purchased meets the City of Canada Bay's WHS requirements and is maintained and inspected in accordance with designers, manufacturers and suppliers, recommendations or Council's policies and procedures.
- Performing on the job inspections to ensure compliance with working procedures for safe working practices.

- Ensuring all Job Plans and Position Specifications include responsibilities under the City of Canada Bay's WHS policy.
- Ensuring safe work method statements are developed and implemented in consultation with relevant personnel for tasks that are identified as high risk tasks.
- Effective procedures are in place, and are implemented, to identify hazards.
- All required work activities have a corresponding Safe Work Method Statement (SWMS) which are provided to workers and PCBUs undertaking the work activity.
- Programs are in place for issue, use and maintenance of Personal Protective Equipment (PPE).
- Appropriate amenities are available for all workers and PCBUs whilst they are in the workplace.
- That documents used in relation to the WHS Risk Management System are retained in a secure environment.

2. Workplace Behaviour Standards and Expectations

2.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

In addition to the responsibilities of an employee, this position is also responsible, as a Manager, for:

2.2. Managers' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy managers are responsible for: promoting open communication, sharing information
- Not diminishing or seeking to excuse reported instances of harassment or bullying
- Providing constructive, regular, reasonable performance guidance
- Embracing diversity and supporting an inclusive workplace
- Recognising and appreciating different working styles and perspectives
- Allocating duties fairly, setting clear expectations and realistic deadlines
- Monitoring potential for and acting promptly on, bullying or harassing behaviour

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 and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

Value	Value Statements
We act with integrity	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
We empower our people	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
We are respectful	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
We work together	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
We innovate	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.