

# Risk and Assurance Coordinator

<b>Reports to</b>	Risk and Assurance Lead	<b>Direct Reports</b>	Legal Intern
<b>Classification</b>	Band 8		
<b>Position number</b>	334315		

## What will you do?

### Service Delivery

- Collaborate with key stakeholders to understand their operational and changing needs and lead them through improved outcomes to protect and create value through risk and assurance processes.
- Conduct compliance reviews of policy, spot checks, process or operational application presenting high quality continuous improvement reports.
- Provide expert advice to management/staff, developing their knowledge and uptake of risk processes to operate within Council's risk appetite levels.
- Coordinate Council's insurance renewal process to achieve optimal benefit.
- Coordinate under excess claims management function including contracted services and provide claim mitigation guidance to operational teams.

### Systems and processes

- Develop and implement work systems, practices and processes that support responsive and flexible customer service, are financially responsible and are compliant with our legislative obligations.

### People

- Drive risk and assurance maturity and change, building trust and strong relationships and partnerships with a range of stakeholders with open communication, effective listening, influence and negotiation.
- Provide leadership and technical guidance based on areas of expertise and support additional team members.
- Demonstrate a service culture of excellence, customer value, collaboration and accountability.

## Who are you?

- Motivated, committed to a team of high performance, a strategic problem solver, delivers continuous improvement outcomes, takes responsibility for own actions in a complex and demanding environment.
- High level of attention to detail, analytical and quantifying capability, strong investigative competence, regulatory knowledge, highlighting practical considerations of business processes and activities.
- You have high level oral and written skills, including the ability to confidently present complex concepts and data in transparent formats targeted to different audiences.
- Exercises leadership and influence skills to inspire and incentivise
- Outcomes driven by engaging and partnering with key stakeholders, active listener and prepared to shift your thinking.
- Considerable knowledge and experience in risk and assurance, insurance/claims, supported by a relevant tertiary qualification.

## What do we expect?

- Model and lead our values.
- Be dedicated to delivering a consistent, connected and customer focused service.
- Be committed to maintaining a safe and healthy workplace.
- Act consistently with our Employee Code of Conduct.
- Be flexible and responsive and prepared to step up in times of need.

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## What are the Key Responsibilities?

<b>Service delivery</b>	<ul style="list-style-type: none"> <li>• Develop and implement the second line of defence annual compliance program</li> <li>• 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.</li> <li>• Working with the Risk and Assurance team, develop, implement and review the risk management framework across the organisation to advance risk management cultural maturity levels and achieve target performance levels.</li> <li>• Partner with risk owners to develop, review and mature operational risk registers with effective risk treatment plans</li> <li>• 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.</li> <li>• Coordinate Council's insurance portfolio including the procurement of insurance broking services and policy renewals ensuring that cover is always maintained, maximising insurable risk transfer and cost efficiency.</li> <li>• Coordinate and supervise the public liability under excess claims management process</li> <li>• Undertake annual Fraud and Corruption control and strategic risk assurance mapping</li> <li>• Support the Risk and Assurance Lead in high priority tasks</li> </ul>
<b>Systems and process</b>	<ul style="list-style-type: none"> <li>• Develop and review policy frameworks/processes, engaging with stakeholders to achieve continuous improvement outcomes</li> <li>• Develop and generate high quality reports to the Executive Risk Committee, Audit and Risk Committee and Council</li> <li>• Develop and implement work systems, practices and processes that support responsive and flexible customer service, are financially responsible and demonstrate compliance with our legislative obligations.</li> <li>• Facilitate the collection and declaration of data for annual renewal of Council's insurance portfolio</li> <li>• Coordinate the timely implementation of internal audit and compliance review actions</li> <li>• Coordinate the maintenance, review and update of risk registers, treatment plans and effective controls</li> <li>• Implement information management practices to enable accurate reporting and trend analysis</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>• Establish and manage strong working relationships, representing the interests of the team and Manningham</li> <li>• Drive risk and assurance maturity through stakeholder engagement and effective influence, collaboration, coaching and open communication</li> <li>• Provide leadership and guidance, mentor and develop others to be their best.</li> <li>• As a leader within the CEO's directorate, demonstrate personal integrity and organisational values in actions and behaviours.</li> <li>• Promote a culture of implementation of internal audit and compliance review actions by agreed timelines.</li> <li>• Contribute as an effective member of a high performing team.</li> </ul>

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## What are the key requirements?

<b>Accountability and extent of authority</b>	<ul style="list-style-type: none"> <li>• Accountable for the timely delivery of services plans, role specific performance indicators, action plans and reporting cycles.</li> <li>• 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</li> <li>• Authority to provide technical advice, reporting to and liaising with management and executive committees and Audit and Risk Committee, contractors and customers</li> <li>• Authority to exercise delegations and make decisions and recommendations based on expertise</li> </ul>
<b>Judgement and decision making</b>	<ul style="list-style-type: none"> <li>• Provide strategic insight and analysis assessment supported by quantitative and/or qualitative information</li> <li>• Considered decision making including consulting with relevant stakeholders and the exercise of judgement</li> <li>• Application of innovative problem solving and superior influencing skills to a broad range of complex risk and compliance issues.</li> <li>• High level of attention to detail and analytical capability, strong investigative competence, highlighting practical considerations of business processes and activities.</li> <li>• Use of judgement and influence to build strong organisational controls that effectively protect and create value</li> <li>• Ability to recommend claim determinations based on external claims management advice, common law and insurance contracts</li> <li>• Develop and review policy frameworks/processes, engaging with stakeholders to achieve continuous improvement outcomes</li> </ul>
<b>Specialist knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge and application of risk management principles within a large and complex organisation.</li> <li>• 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.</li> <li>• Proficient in coordinating and supervising public liability claims management process.</li> <li>• Proficient in working with risk management and assurance frameworks and their processes.</li> <li>• Understanding of the organisation's long term goals, its values and of the legal and political context in which it operates</li> </ul>
<b>Management skills</b>	<ul style="list-style-type: none"> <li>• Coaching and mentoring skills enabling the transfer of knowledge and skills</li> <li>• Ability to identify, plan and prioritise processes, tasks and resources, including responding to changing priorities, required to achieve targets and meet deadlines.</li> <li>• Proficient in managing projects and achieving change within a complex organisational environment, acknowledging the existing organisational culture and gaining customer engagement to achieve goals and objectives.</li> <li>• People leadership and liaison skills, supervising team external contractors where necessary.</li> </ul>
<b>Interpersonal skills</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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	<ul style="list-style-type: none"> <li>• High level oral and written skills, including the ability to confidently present complex concepts and data in transparent formats targeted to different audiences.</li> <li>• Cooperates and works well with others, collaborates and shares information and astute to the political environment.</li> <li>• Prepares correspondence and reports with viable recommendations using clear, concise and grammatically correct language and containing necessary information to achieve their purpose.</li> <li>• Commitment to providing services which are customer focused and developed to provide successful outcomes.</li> <li>• Help to lead, motivate and develop others as you build key relationships.</li> </ul>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification in risk management, business, internal audit, insurance or related discipline.</li> <li>• 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.</li> <li>• Demonstrated success developing strong relationships with internal and external parties, including senior levels, exercising influence and negotiation skills to achieve positive outcomes .</li> <li>• Demonstrated experience in preparing high quality reports for consideration by the executive and the Audit and Risk Committee.</li> <li>• Proficient in the use of all contemporary Microsoft applications and high skill level in Excel to undertake compliance data analysis and reporting.</li> </ul>