

Position Description

Position Title	Risk and OHS Officer
Position No	7083
Directorate	Corporate
Department	People and Wellbeing
Unit	Risk and OHS
Classification	Band 4
Reports to	Coordinator Risk and OHS
Supervises	N/A
Reviewed by People and Wellbeing	March 2024

Our Shire

Located on the Country of the Dja Dja Wurrung, Taungurung and Wurundjeri Woi Wurrung Peoples, the Macedon Ranges region is renowned for its landscapes and native forests, providing a unique regional identity. Macedon Ranges Shire Council embodies a caring, resilient approach to community through our robust local economy, protection of the natural environment and a collaborative commitment to inclusivity for all.

Position Objective

To provide high level administrative and program support to internal stakeholders and community members for the insurance, risk and OHS programs to deliver unit objectives.

Key Responsibilities

- Provide high level customer service and support to internal stakeholders on Council insurance claim process.
- Provide a high level of customer service and support to third party providers and community members by responding to and administering insurance claims, notifications, requests, investigations, and queries in a timely, professional manner.
- Administering and maintaining Councils insurance claim process to a high standard, including accurate record management, and maintaining strict confidentiality.

- Support the ongoing socialisation and maintenance of the Risk and OHS management system and ensure accurate and efficient document management of processes into Council systems.
- Support programs by assisting the unit undertake research and prepare quality reports.
- Maintain internal communications and information, ensuring currency and accuracy, and assist with improving content under the direction of the Coordinator.
- Process financial transactions for the Risk and OHS Unit.
- Provide general support for organisation committees including organising and preparing for meetings, taking minutes, preparation of correspondence, and other materials as required.

Capabilities

The Macedon Ranges Shire Council Capability Framework describes the key behaviours that guide the way that we work. Rooted in our organisational values, the framework helps our people develop and excel in their roles, by providing a roadmap for performance and growth, and a shared sense of purpose.



Additional Information

- Appointment is subject to the successful completion of a National Police Check.
- All staff are required to actively contribute to creating and maintaining a safe workplace in accordance with Council's OH&S, Risk, Privacy and Child Safety policies as well as all related legislation and Acts.

Success Criteria

1. Excellent communication skills, both verbal and written with proven skills in writing and preparing correspondence and the ability to communicate with a diverse range of stakeholders effectively and accurately.
2. Excellent organisational skills and customer service that can be applied in an environment of competing priorities to identify and carry out actions in response to situations that arise under limited direction.
3. Proficient in the use of computer software including Microsoft Office suite, Council systems and the ability to learn new programs.
4. Demonstrated ability to work independently, cooperatively, and positively in a sensitive and confidential environment.

Accountability and Extent of Authority

- Operate under specific guidelines but scope to exercise some discretion.
- Freedom to plan work at least a week in advance.
- Effect of actions taken is usually limited to a local group, function job or client.

Judgement and Decision Making

- Work objectives are well defined.
- Guidance and advice always available within time to make a choice.

Specialist Knowledge and Skills

- Demonstrated considerable skill or adaptation to perform the role.
- Proficiency in standard procedures, practices, Acts/Regulations and understanding of precedents.
- Understanding of organisational context including relevant policies, regulations, precedents, unit goals and perhaps wider organisation goals.

Management Skills

- Demonstrated skills in managing time, planning, and organising own work.
- Basic knowledge of personnel practices.
- Ability to provide supervision and on-the-job training when required.

Interpersonal Skills

- Ability to gain cooperation and assistance from clients, other employees, and members of the public in the administration of well-defined activities.
- Demonstrated skills in the preparation of routine correspondence and reports.

Qualifications and Experience

- Beyond secondary education, typically post trade certificate or post-secondary qualification below degree or diploma level, or knowledge and skills through on-the-job training.