RISK OFFICER

POSITION PROFILE

Division	Corporate Support	Status	Permanent Full Time
		Salary Grade	
Unit	Governance, Risk & Compliance	**Position Number**	4.6.16
Reports to	Team Leader - Risk	**Reviewed**	23/11/2020

STRATEGIC INTENT

Increased confidence levels

To ensure our community, employees and stakeholders believe in Council's ability to achieve its strategic outcomes by ensuring that Council identifies and manages risk associated with its services.

Improved Sustainability

To ensure Council continues to deliver its strategic outcomes by identifying and managing risk to their successful deliver.
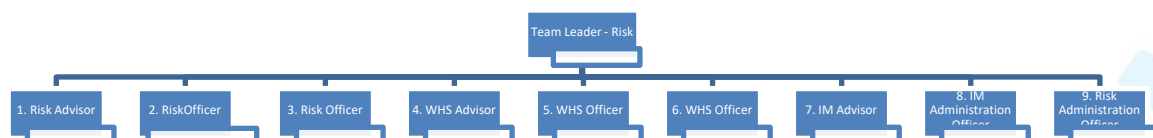
POSITION PURPOSE

Applying subject matter knowledge with cross-functional and multi-disciplinary skills the purpose of this position is to:

- Embed the preferred organisational culture to maximise the capacity of the organisation to meet the needs of the community and ensuring improved community confidence in Council.
- Manage all day-to-day insurance claims to assess and determine claims in accordance with relevant Legislation, Policies, Terms and Conditions, and ensure responses are delivered in line with Council's Customer Service Policy and relevant Customer Request Service Standards.
- Assist in the management and placement of Council's Insurance Portfolio
- Support facilitation of the ongoing development and integration of Council's Enterprise Risk Management Framework and Business Continuity Plans
- Undertake the insurance and claims functions and processes to provide advice to relevant managers and the executive on the changing environment and emerging issues and opportunities.

In fulfilling this purpose, the position will demonstrate operational thinking, facilitate collaborative and respectful relationships and accept personal accountability for achieving outputs.

STRUCTURE

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	Performance Standard
Leadership Lead and be responsible for supporting the delivery of all outputs and outcomes in relation to specified Team Core Functions, Processes and Activities.	Successful delivery of claims management, insurance renewals, ongoing development and integration of Enterprise risk Management Framework, as outlined in the position matrix.
Customer Management Ensure all interactions with customers (both internal and external) align with our brand, enhances our relationships, improve customer satisfaction.	Agreed performance measures met and in line with Customer response policy. Strong emotional intelligence and a proven ability to work collaboratively and foster effective strategic relationships with people at all levels both internally and externally
Claims Management Effective and timely investigations and recommendation for decisions on liability	Strong understanding and practical application of relevant legislation for all classes of insurance claims. Excellent verbal and written communications skills, including negotiation, conflict resolution and influencing. Strong analytical skills in the creation and maintenance of reports to support Council/Line Manager decisions at a strategic and operational level.
Partner Relationships Actively identifies, builds and sustains relationships with internal customer groups to understand objectives of business units. Actively supports a risk management approach regarding operational risk, business and strategic risk	Timely information received in relation to claim investigations. You will actively promote good working relationships with staff in other departments to ensure the smooth and efficient investigation and administration of all relevant insurance claims Support Business Units in the importance of understanding a risk base approach to their objectives.
Change Management Responsible for effective change management in the implementation of specified Team Core Functions, Processes and Activities and associated projects.	Delivery of outputs and outcomes from identified accountabilities within the Governance, Risk and Compliance Performance Framework
Continuous Improvement Identify and implement continuous improvement of business processes and practices associated with specified Team Core Functions, Processes and Activities and associated projects**.**	Maintained level of knowledge and understanding pertaining to Risk and Claims Management, such as, Civil Liability Act, Terms and Conditions of insurance policies, customer service and policies, operational risks.

Risk Management Manage the risk associated with the delivery of specified Team Core Functions, Processes and Activities and associated projects.	Business risks are identified, assessed and managed to ensure successful delivery of objectives Strong understanding and can assist with the application of enterprise risk management including principles, standards, tools and methods for their use. Well-developed experience in risk identification and controls
Operational Planning Provide professional, technical and tactical advice to support the successful delivery of Team outputs in the : - Community Strategic Plan - Delivery Programme - Operational Plan - Business Plan by providing corporate support organisation wide.	Agreed performance measures met
Performance Management Proactively monitor and self-manage performance. Constructively engage with the Team Leader - Risk	Position Matrices contain agreed performance measurers
Resource Management Ensure effective resource management.	Agreed performance measures met
Other Any other duties within the area of skill as directed	Agreed performance measures met

PERFORMANCE EXPECTATIONS

Performance expectations for this position are as agreed and outlined in the Performance Matrix

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	Tertiary qualifications in a relevant discipline or relevant experiences A current Driver's Licence
Experience or skills	Essential	An ability to generate successful outcomes for the Team, Business Unit, Council and the community because: - You will have 2-3 years of experience in claims management covering a large insurance portfolio - You will maintain a working knowledge of all relevant insurance policies and legislation, including the Civil Liability Act 2002 and Australian Road Rules. - You have the demonstrated technical skills and experience required to perform the role successfully. - Demonstrated experience in assisting with renewal of insurance portfolios

		▪ You will have strong planning skills with a proven ability to use resources in the most effective way. ▪ You will have a proven ability to anticipate changing environments and to develop strategies to position the Council to make constructive decisions.
	Desirable	• Previous Local Government related industry experience in Claims and Risk Management • Previous experience with Objective document management system, and CRMs customer management system

CORE CAPABILITIES

Attributes	▪ **Leadership:** Decisive, provide clarity of direction, reflect corporate values, capacity to identify and implement change and professionalism. ▪ **Goals oriented:** Work to achieve self-set and organisational goals, taking on challenging tasks when necessary, display initiative. ▪ **Operational planning/thinking:** Critically examines the link between strategic outcomes and tactical outputs and determines what part of a strategic plan will be put into operation within a short term period (month/quarter) and sets milestones and conditions for successful delivery of outputs within this period. ▪ **Communication skills:** Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters. ▪ **Relationship management:** Able to build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity, constructively deal with difficult issues. ▪ **Team focussed:** Mentor less experienced Team members, share skills, experience and knowledge via formal and informal collaboration with colleagues and employees. ▪ **Decision making:** Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.

OUR VALUES

Behaviours	▪ **Collaborate:** to be open and welcoming, genuinely connect to others, include others, and work together as one. ▪ **Achieve:** be enthusiastic and optimistic, make a positive contribution, set goals to be the bet you can be, deliver every day ▪ **Respect**: be honest and trustworthy, do what you say you will, put yourself in the other person's shoes, listen to what's important to others ▪ **Evolve**: stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker

CORPORATE OBLIGATIONS

Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate.
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery.
Delegations	Authority to operate within the Delegations attached to the position and acting within this authority.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction.
Financial Management	Managing expenditure within a budget, undertake relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.
Integrated Planning & Reporting	All employees must understand the integrated planning & reporting framework, the objectives and how they contribute to the long-term outcomes.
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement.
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Policies, Determinations and Guidelines.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.