Application Administrator - Incident and Risk

Position Description

Directorate	Office of the CEO
Reports to:	Manager, Governance
Direct reports:	Nil
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Support the Society's approach to incident and risk management by effective implementation and support of our incident and risk management application (Protecht ERM).

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Office of the CEO. The teams within this directorate and their functions are:

Governance, Risk and Safeguarding: this team is responsible for supporting good governance practices throughout the Society; provision of State Council and Board secretariat services; leading the development of organisational policy; safeguarding functions; and enterprise risk management.

Legal, Risk, Complaints and Audit: this team is responsible for delivering legal services, risk, and audit and the privacy and complaints functions.

Policy and Advocacy: this team is responsible for developing informed public policy positions on issues relevant to the people we serve; directing relevant research; and developing and implementing related advocacy strategies.

Accountabilities and responsibilities

The Incident and Risk Applications Administrator will:

- Ensure the Integrated Risk Management system continues to meet the organisations needs by facilitating consultation with stakeholders and identifying the best solution (which may include configuration updates, introduction of new features, process mapping, development of forms, workflows, and notifications).
- Ensure ongoing stability of the Integration Risk Management System application, Protecht ERM and liaise with Protecht regarding any disruption or enhancements to the application.

- Support application utilisation and optimisation by responding to user issues, access, risks, design and development issues.
- Analyse data and provide recommendations to continuously improve data integrity, utilisation and policy implementation.
- Support analytics and reporting on all Integrated Risk Management System modules.
- Develop training resources, user guides and provide coaching to support users in implementing the application.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Ensure that the Integrated Risk Management System and forms are stable and operational for use by employees, members, and volunteers.
- Respond to and resolve any issues relating to the Integrated Risk Management System in an appropriate time frame.
- Ensure the effective implementation of application enhancements and new modules.
- Ensure effective analytics and reporting on all Integrated Risk Management System modules.

Key working relationships

In addition to the Manager, Risk, Compliance and Privacy, the Incident and Risk Systems Administrator will foster close working relationships with:
- other employees in the Legal and Risk team
- employees in the Office of the CEO
- Director, Safety and Emergency Management
- Director, Procurement and Fleet.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:
- **'People we serve' centric**: (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates, and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership**: (Level 2) Support others to engage with and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.

- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working. **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Relevant experience in applications administration.
- Demonstrated proficiency in applications administration and technology (or the capability to acquire this proficiency).
- Analytical skills and experience in stakeholder management.
- Ability to manage competing tasks and prioritise effectively.
- Strong written, verbal communication and influencing skills.
- Ability to lead and facilitate discussions and liaise and build rapport with internal and external stakeholders.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience working with incident and risk management systems or processes.