

# Position Description

## Compliance Manager



**Business Unit: Legal, Governance & Risk**

**Reporting to: Head of Risk & Compliance**

### Position Purpose

The Compliance Manager develops and manages the implementation of the Compliance Management Program in line with strategic business priorities in order to manage the company's external compliance obligations including our IPART operating licence. The position is also responsible for the education of the WaterNSW Compliance Management Framework to key stakeholders and integration of the framework into business operations, and to achieve excellence in safety.

### Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Development and implementation of the Compliance Management Framework, and the subsequent compliance strategy and communication/engagement plan.
4. Maintain and continually improve the Compliance Management Framework and relevant procedures and methods, including compliance reporting.
5. Ensure systems and frameworks are current and are assessed to determine the effectiveness of implementation across the organisation.
6. Manage and coordinate a full range of compliance management activities, including obligation mapping, identification of compliance related focus areas and reporting across the organisation.
7. Provide accurate, insightful and timely reports on compliance management performance to facilitate sound understanding of the business' overall exposure in relation to the organisation's obligations.
8. Monitor, evaluate and improve compliance management processes to improve capabilities and performance in the organisation meeting its regulatory requirements.

9. Provide input into the corporate obligations register and regularly report on performance to management.
10. Have in place systems and processes to ensure business-wide compliance with legal obligations and other requirements, relevant corporate policies, including monitoring and reporting on non-compliances and completion of corrective actions.
11. Ensure education and awareness on WaterNSW's compliance obligations and management requirements.
12. Provide WaterNSW with timely, accurate and commercially astute regulatory compliance advice.
13. Represent WaterNSW (where required) with regulators and government agencies.

## Key Challenges

- Advising stakeholders on compliance matters in a transitional operating environment.
- Gaining engagement and support of the ELT and Senior Leadership Team for continual improvement of the Compliance Management Framework, relevant accountabilities, and policies and procedures.
- Adopting a flexible approach based on stakeholder knowledge, skills and experience of compliance management, with a strong focus on increasing capability of stakeholders.

## Significant Internal Relationships

Stakeholder	Purpose of Relationship
Risk & Compliance team	Work collaboratively to ensure the seamless delivery of Legal, Governance and Risk services to stakeholders.
WaterNSW	Coordinate and liaise with the key business stakeholders to deliver activities and outcomes arising from the annual IPART regulatory audit program and the Compliance Management Implementation Plan
Executive team	Liaise directly on compliance related issues, exposures and initiatives.

## Significant External Relationships

Stakeholder	Purpose of Relationship
Regulators and Government bodies	Build relationships and work collaboratively with officers to represent and communicate WaterNSW interests in a constructive manner.

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

People	Level	
Communicating with Influence	C	<ul style="list-style-type: none"> <li>Generates interest in complex ideas and concepts.</li> <li>Builds support by taking the time to educate and consult others.</li> <li>Uses storytelling effectively to meaningfully convey key messages.</li> </ul>

Customer	Level	
Collaboration & Engagement With Customers and Stakeholders	C	<ul style="list-style-type: none"> <li>Proactively builds relationships internally and externally to positively impact the business.</li> <li>Actively engages with customers and stakeholders to understand concerns and leverage opportunities for adding value.</li> <li>Initiates and maintains extensive networks to enable the achievement of business objectives.</li> </ul>
Partnering & Advice	C	<ul style="list-style-type: none"> <li>Consider broader purpose and the long-term context of the customer when providing advice.</li> <li>Provides sophisticated and value adding insights for customers.</li> </ul>

		<ul style="list-style-type: none"> <li>Assists customers to explore new ideas and to navigate the road ahead.</li> </ul>
Business	Level	
Business Acumen	C	<ul style="list-style-type: none"> <li>Uses in-depth knowledge of key business drivers, regulatory activity and customer requirements to leverage opportunities and minimise threats to business performance.</li> <li>Utilises knowledge and analysis of internal and external business and industry trends, to identify opportunities and trade offs to be made when formulating and executing business unit plans.</li> <li>Assists others to understand the commercial implications and customer impacts of their contributions.</li> <li>Uses knowledge of other business units plans and drivers to inform own business plans and the identification of opportunities and risks.</li> </ul>
Planning and Delivering Results	C	<ul style="list-style-type: none"> <li>Defines and constructs the parameters, processes and resource requirements for successful delivery of initiatives</li> <li>Develops plans according to stakeholder requirements, and business context</li> <li>Regularly reviews plans and performance, and revises according to risk or impacts</li> </ul>

## Mandatory Candidate Requirements

### Qualifications:

- Tertiary qualification in Business or a related discipline.
- Current NSW Drivers Licence.

**Knowledge:**

- Working knowledge of ISO19600 – Compliance Management System – Guidelines.

**Experience:**

- Demonstrated experience in a similar role.
- Working experience with compliance management activities in accordance with ISO19600 – Compliance Management System – Guidelines with Executive Managers, leadership and the operational functions of a multi-site business or organisation.
- Proven experience in developing and implementing organisational wide compliance framework and facilitating programs, including compliance meetings and workshops.
- Experience integrating compliance management practices or consideration into BAU activities.
- Demonstrated ability to research, accurately interpret and advise on relevant state and federal laws that govern WaterNSW's business operations.

**Favourable Candidate Requirements**

- Understanding of internal and external factors that impact the water industry.
- Understanding of the machinery of government and regulatory body engagement.
- Ability to interpret complex regulatory obligations into business requirements.

**Pre-Employment Checks Required**

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical required for Office based role
- Police Check