

**POSITION: RISK OFFICER**

**REPORTS TO: COORDINATOR RISK**

**ACCOUNTABLE TO: MANAGER ENTERPRISE RISK, HEALTH, AND SAFETY**

**GROUP: PEOPLE AND PERFORMANCE**

**DATE REVISED: MARCH 2024**

## **ROLE CHARTER**

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

### **OUR GUIDING PRINCIPLES ARE:**

  
**MAKE THINGS EASY**  
Do the hard work to make things intuitive for me.

  
**BE WELCOMING**  
Care for me as a person, not a task or a number.

  
**BE OPEN MINDED**  
Listen to me and work with me to find solutions.

  
**LOOK OUT FOR ME**  
Thoughtfully anticipate what will make my days go smoother.

  
**KEEP YOUR PROMISES**  
Follow through on your commitments to me.

### **PRIMARY PURPOSE**

To provide assistance with the continued implementation and operation of the enterprise risk management framework to minimise exposure to risks in line with legislative and standards compliance requirements.

The role is responsible to identify, analyse, address and report on risks across Council, and to coordinate Council's insurable risks (except workers compensation), including claims and insurance management.

## **CORE ACCOUNTABILITIES**

1. Support the implementation and continuous improvement of Council's risk management framework including protocols, procedures, and tools.
2. Provide staff education and advice on risk management and insurance across the business.
3. Support key stakeholders to ensure organisational consistency in approach to risk management.
4. Ensure regular review of Council's insurance coverage to minimise the potential for uninsured losses.
5. Manage Council's insurance portfolio including the management and administration of claims with claimants and insurance providers, in a cost effective manner, maintaining privacy and confidentiality.
6. Prepare regular reporting, including collection and collation of statistical data, to key stakeholders and Committees across the business to improve understanding of Council's risk profile.
7. Contribute to the development and maintenance of Council's risk registers.
8. Liaise with key stakeholders to gather information, conduct analysis, and develop appropriate solutions to minimise risk for the business.
9. Ensure Council's Business Continuity Plan is maintained and updated on a regular basis.

Undertaking any other duties, projects or tasks as directed by the Coordinator which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

## **ESSENTIAL CRITERIA**

1. Completion of Risk Management or Insurance qualifications or equivalent contemporary industry experience, or an equivalent combination of contemporary industry experience and demonstrated education/training.
2. Contemporary industry knowledge and demonstrated experience in insurance or claims administration.
3. Demonstrated effective oral and written communication skills, including the ability to prepare correspondence and reports.
4. Demonstrated experience and ability to achieve work targets, ensure high standards of services to internal and external customers and a commitment to continuous improvement in systems and processes.
5. Demonstrated ability to work in a team, manage competing priorities and meet required deadlines.
6. Demonstrated experience in resolving complex problems and issues through negotiation, conflict resolution and influence.

## **DESIRABLE CRITERIA**

1. Proven contemporary knowledge and experience in the gathering, analysis, and interpretation of insurance information.
2. Experience in risk management and audit.
3. Experience within a local government environment.

Date:



Agreed:

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Employee Name

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Employee signature

