

POSITION DESCRIPTION		
<b>Position Title:</b> Enterprise Risk Support Officer	<b>Classification:</b> Grade 8	<b>Position Number:</b> BHCC-RSK-05
<b>Group/Area:</b> Enterprise Risk	<b>Reports to:</b> Manager Enterprise Risk	<b>Hours per week:</b> 35
<p><b>Our Organisation:</b></p> <p><b>Vision:</b> Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p><b>Mission:</b> Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p><b>Our Values:</b> Accountability, Pride, Perseverance, Courage &amp; Honesty, Teamwork</p>		
<p><b>Position Objective:</b></p> <p>The Enterprise Risk Support Officer position will assist Council's Enterprise Risk Management team with the ongoing development, administration and continuous improvement of Council's Enterprise Risk Management and Workplace Health and Safety Systems, including Council's web-based incident and claims management software, database maintenance, compliance monitoring and capability development.</p> <p>This position will also assist managers and supervisors across the whole organisation to ensure all employees understand Council's Enterprise Risk Management Framework, Policy, Procedures, record keeping and Risk/WH&amp;S reporting requirements for day-to-day business operations.</p>		
<p><b>Special Requirements:</b></p> <ul style="list-style-type: none"> <li>Some out-of-hours work may be required</li> </ul>		
<p><b>Key Stakeholders:</b></p> <ul style="list-style-type: none"> <li>General Manager</li> <li>Executive and Senior Management teams</li> <li>Manager Enterprise Risk</li> <li>Workplace Health and Safety Coordinator</li> <li>All Council Employees</li> <li>Residents, ratepayers and other users of Council services</li> <li>Suppliers and contractors</li> </ul>		
<p><b>Reporting Lines:</b></p> <ul style="list-style-type: none"> <li>This position reports to the Manager Enterprise Risk</li> <li>The position may receive instruction from other designated managers involved in a project or site-specific work.</li> <li>The position has no direct reports.</li> </ul>		

## **Accountabilities**

### **You will use your professional skills and experience to:**

- Administer, maintain and actively contribute to continuous improvement of Council's Enterprise Risk Management and Work Health & Safety (WH&S) software systems.
- Promote a risk-aware culture throughout the organisation.
- Provide advice and support to managers and supervisors across the organisation to ensure all employees understand Council's Enterprise Risk Management Framework, Policy, Procedures, and Risk/WH&S reporting requirements.
- Supporting the Enterprise Risk Management team in delivering one-on-one and small group improvement workshops.
- Obtain an understanding of the operational requirements/needs of the organisation, in particular business risk management elements, including assisting with the management of Council's general insurance portfolio and claims management processes.
- Provide quality customer service solutions to both internal and external stakeholders in relation to enterprise risk and safety risk management.
- Complete generic administrative duties including data entry, scanning, drafting standard or ad hoc correspondence, electronic records management, document publishing, accounts payments or reconciliations.
- Provide backup support to the Enterprise Risk Management team if required.
- Undertake other duties within the employee's, competency and training as required.

### **You will contribute to a customer-focused approach to service delivery by:**

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our city and having the ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoints and sensitivities surrounding particular decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolving Customer Requests and enquiries in a timely and customer-focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Always act courteously and professionally towards customers.
- Manage difficult situations and conflicts – calmly and professionally.

### **You will contribute to an effective organisation by:**

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making.
- Support business excellence and continuous improvement practices.

**You will assist Council in achieving a financially sustainable future by:**

- Contributing to a whole of Council approach to resource usage and allocation.
- Maintaining a 'value for money' attitude, through efficient and effective use of resources.
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

**You will adopt a teamwork approach by:**

- Performing an active role within the Risk /WHS team to achieve the objectives of that function.
- Engage in regular communication and cooperation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.
- Conduct other duties as required to support the Risk/WHS team.

**You will ensure a safe and equitable workplace environment by:**

- Acting in accordance with the NSW Local Government Act, NSW WHS Act 2011, WHS regulations 2017, Codes of Practice and Council's Enterprise Risk Management / WHS Framework.
- Implementing, monitoring and complying with Council's Enterprise Risk Management / WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

**Other duties**

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

**Selection Criteria**


**Essential**

- Minimum Certificate III in business administration, information technology or equivalent discipline.
- Experience/exposure to working in a similar role implementing and improving business management and/or Risk and Workplace Health and Safety Management Software Systems.

- Demonstrated a high level of skills and experience in Microsoft Office Suite, including Word, Excel, Outlook and PowerPoint.
- Demonstrated high-level interpersonal, written, and verbal communication skills including report writing.
- Demonstrated ability to produce work of a high standard including numeric accuracy and attention to detail.
- Demonstrated commitment to a customer service culture and delivery of quality service.
- Current Class C Drivers licence.

- Desirable**
- Ability to undertake or work towards a tertiary qualification in Risk, Work Health & Safety, or other business administration qualification or equivalent.
  - Knowledge of Enterprise Risk and WHS principles, terminology, applications & a basic understanding of acts, legislations & codes of conduct.
  - Extensive knowledge of web-based WHS and risk management applications.
  - Current First Aid Certificate

**Acceptance of Position Description**

<b>Approved:</b> General Manager	<b>Signature:</b> 	<b>Date:</b> 12/07/2024
----------------------------------	---	-------------------------

*I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.*

<b>Accepted:</b> Employee Name	<b>Signature:</b>	<b>Date:</b>
--------------------------------	-------------------	--------------