

POSITION TITLE:	Risk Coordinator	CLASSIFICATION:	Band 8
REPORTS TO:	Manager Safety and Risk	CONTRACT:	Permanent
DEPARTMENT:	Safety and Risk		

OUR STRATEGIC CONTEXT



PURPOSE	Our organisation is accountable, sustainable and delivering effective services to our community.
VISION	Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures.
VALUES	Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.
COUNCIL PLAN	A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

The position operates across the organisation and provides advice, support and expertise on strategic risk and application of risk management across Council aimed at minimising Council's overall risk exposure.

The position will also focus on the development and capability uplift of senior leaders in uplifting risk management that could impact Council objectives.

The Risk Coordinator will be responsible for coordinating the activities and functions of the Risk unit, including Council's strategic and operational risk registers in accordance with relevant Australian standards and industry best practices.

The position will oversee Council's corporate insurances, claims and protections, implementing and maintaining adequate coverage and ensuring the Council receives value for money.

RESPONSIBILITIES	KEY OUTCOMES
Risk Management	<ul style="list-style-type: none"> Investigate and assess Council's significant risk exposures and apply an integrated Risk Management Strategy to address and control these risks including an evaluation of Council's current risk status, risk profiling of internal departments, developing and maintaining organisational Risk Registers. Establish procedures for the identification and analysis of a wide range of risks associated with Council operations and facilities to uplift Service Units in their development of control strategies including risk training and guidance. Engage and influence senior leaders and integrate strategic risk into the operational planning process and coordinating risk management activities and efforts across the organisation. Assist with regular risk reporting to Executive, Audit and Risk Committee and Internal Auditor if and as required, including industry benchmarking analysis, and monitoring the effectiveness of controls. Complete reviews of operating business risk related processes and systems for continuous improvement, including a quality review of the data and information and contribute to enhancing processes, quality and service turnaround times.
Claims Management	<ul style="list-style-type: none"> Oversee the contract and service agreement activities of Council's external under excess claims manager if appointed. Oversee the claims management process and program, including Council's public liability incident and claims registers. Attend conciliation and court hearings as required. Oversee production of reports by responsible officers on incidents of damage or theft to Council property. Provide exceptional customer service to all staff, clients and general community that is friendly and meets or exceeds their expectations.
Insurance and administration	<ul style="list-style-type: none"> Assist with the review and implementation of the internal audit recommendations as they relate to Risk. Conduct the annual contract review with Insurance Brokers for renewal of insurance policies. Provide quality advice to Council Officers in relation to matters of insurance. Provide regular information on matters, which may affect the risk of the organisation. Provide direction and specialist advice to Claims Administrator and assist with the handling of insurance claims as required. Maintain records of all under excess claims and provide statistical reports to relevant Leaders and Committees.

KEY WORKING RELATIONSHIPS



Direct reports:	Manager Safety and Risk
Internal:	Relevant stakeholders, i.e Directors, Coordinators and Officers
External:	Third party service providers and government agencies, i.e. insurer, auditor, solicitor, members of the public

REQUIRED SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> • Ensure that staff and contractors understand their obligations in relation to Risk Management. • This position has the freedom to act within the limits of regulatory and legislative review and established general procedures and policies and budgets. • Provide professional expertise and specialist advice to ensure that all staff fully understands their obligations in relation to Risk Management. • Ensure efficient and cost effective management of Council's liability and property insurance portfolio.
Judgement and decision making	<ul style="list-style-type: none"> • Demonstrated ability to plan, organise, and monitor tasks and projects, including recording and analysing of quantitative and qualitative data. • Identify and analyse an unspecified range of options before determining appropriate action • Uses experience and superior judgement skills to achieve outcomes satisfactory to Council.
Specialist knowledge and skills	<ul style="list-style-type: none"> • Experience in the conduct of risk assessments and hazard audits as well as the development and implementation of Risk Management policies, systems, procedures and strategies. • Strong leadership skills and collaboration expertise with ability to communicate Risk concepts to a range of stakeholders • Knowledge of accident and claims investigation and litigation procedures, including corporate insurance brokerage. • Experience in developing relevant policies and procedures.
Interpersonal skills	<ul style="list-style-type: none"> • Ability to communicate and effectively influence management, staff and clients to positively initiate change. Ability to motivate and develop team members. • Management skills in convincing and gaining commitment, both upward and downward through the organisation and manage relevant interest groups. • Excellent written and verbal communication skills are essential and the ability to resolve problems and secure agreement to solutions is also required.
Qualifications and experience	<ul style="list-style-type: none"> • A tertiary qualification in Risk Management (or related discipline), and relevant experience in this environment OR extensive experience in a similar role. Knowledge and experience in Local Government will be an advantage. • Experience leading and developing a high-performing team that drives improvement in risk mitigation across the organisation • Knowledge and familiarity of principles and practises of budgeting and accounting/financial procedures. • Ability to consult on complex issues with legal practitioners and the public.

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to ensuring an open, honest, and safe environment in all aspects of OHS to ensure employees, contractors, volunteers, visitors, and members of the public are safe.
Diversity, Equity and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council Officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.