

QUEENSLAND URBAN UTILITIES



POSITION DESCRIPTION

Chief Risk Officer

Leader:	General Counsel & Board Secretary		
Leader once removed:	CEO	Job Family:	Legal and Risk Services
Location:	Green Square Close	Direct reports:	Up to 5
Date revised:	March 2018	Role level:	CRC 485A CLC

PURPOSE

The purpose of this role is to **Enrich Quality of Life** through providing thought leadership and business partnering in the design and implementation of governance frameworks. This includes embedding a culture that is risk aware and can rapidly adapt and respond to dynamic changes, demands, opportunities and threats.

KEY ACCOUNTABILITIES

- Lead and own the strategic direction development, implementation and continuous improvement of Risk, Resilience and Insurance corporate-wide frameworks and monitor their effectiveness. This includes but may not be limited to the following corporate frameworks:
 - Risk Management
 - Compliance
 - Investigations
 - Protective Security
 - Emergency Management
 - Business Continuity Management
 - Insurance.
- Provide expert advice to the Queensland Urban Utilities Board, Audit and Risk Committee and Executive Leadership Team on Risk, Resilience and Insurance matters and activities.
- Lead the establishment of a strong constructive culture, responsive to strategic and operational imperatives.
- Lead and develop a high performing team that engages across the organisation and delivers on agreed outcomes within budget.
- Ensure a collaborative approach to Risk, Resilience and Insurance matters is adopted by developing avenues for dialogue, tapping into knowledge and intelligence, and seeking views from across Queensland Urban Utilities and externally.

PEOPLE LEADERSHIP

- Provides technical leadership within a division, region or complex project through the provision of advice or tactical input. Provides day-to-day supervision and leadership to both professional and nonprofessional staff working on a project.

CAPABILITY

Supports Strategic Direction

- Champions QUU's vision and goals and promotes a shared commitment to the operational direction. Creates QUU strategies that are aligned with QUU objectives and likely future requirements. Encourages others' input and communicates expected outcomes from QUU strategies.
- Understands QUU's role within society and considers multiple perspectives when assessing the ramifications of key issues on QUU and the community. Provides advice to QUU that reflects analysis of a broad range of issues and the whole-of-QUU agenda. Considers emerging trends, Identifies long-term opportunities and aligns QUU operations with strategic priorities.
- Draws on information and alternative viewpoints and monitors information channels to understand new issues of importance to QUU. Monitors change in the environment. Positions QUU to seize opportunities and minimise threats. Addresses any critical information gaps. Uses knowledge of QUU to tailor approaches to different issues.

- Applies intellect and knowledge to weigh up information and identify critical factors and issues. Demonstrates effective judgement to weigh up options and develop realistic solutions. Anticipates risks, addresses them quickly and helps others to recognise them. Capitalises on innovative alternatives to resolve complex problems.

Achieves Results

- Focuses on activities that support QUU sustainability. Nurtures talent and engages in succession planning. Facilitates information accessibility and sharing. Investigates ways to improve effectiveness by harnessing technology and implementing continuous improvement activities. Monitors and manages resourcing pressures for optimum outcomes. Creates a flexible environment that enables others to meet changing demands.
- Integrates professional expertise into QUU to improve overall performance and delivery of QUU outcomes. Manages contracts judiciously. Actively ensures relevant professional input from others is obtained and shares own experience.
- Oversees the implementation of multiple change initiatives with a focus on the desired outcomes. Defines high-level objectives and ensures translation into practical implementation strategies. Operates effectively in an environment of ongoing change and uncertainty and maintains flexibility. Actively ensures stakeholders are kept informed during times of change.
- Drives a culture of achievement and fosters a quality focus in QUU. Ensures ideas and intended actions become reality and that planned projects result in expected outputs. Enables the achievement of outcomes by identifying and removing potential barriers to success. Keeps stakeholders informed of progress and any issues that arise.

Supports Productive Working Relationships

- Builds and sustains relationships within QUU, the CEO, across the community and with a diverse range of external stakeholders. Encourages stakeholders to work together, and establishes cross agency approaches to address issues. Shows a commitment to client service through own actions and those of QUU.
- Consults broadly to obtain buy-in. Draws on the knowledge of key stakeholders within and outside QUU and facilitates cooperation by sharing information. Promotes information exchange by maintaining open communication channels. Personally manifests strong interpersonal relations and rewards cooperative and collaborative behaviour. Anticipates and resolves conflict.
- Capitalises on the positive benefits that can be gained from diversity and harnesses different viewpoints. Uses understanding of differences to anticipate reactions and enhance the operation of QUU. Recognises the different working styles of individuals, anticipates reactions and tries to see things from different perspectives.
- Identifies and develops talent. Encourages and motivates people to engage in continuous learning, and empowers them by delegating responsibility for work. Sets clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Delivers constructive feedback and manages underperformance. Offers support in times of high pressure. Celebrates success and engages in activities to maintain morale.

Displays Personal Drive and Integrity

- Adheres to and promotes QUU values and Code of Conduct and aligns business processes accordingly. Addresses breaches of protocol and probity. Operates professionally and within the boundaries of QUU processes and legal and public policy constraints. Represents QUU effectively in public and internal forums and advocates the corporate agenda.
- Provides impartial and forthright advice. Is prepared to make tough corporate decisions to achieve desired outcomes. Clearly voices own opinion and challenges difficult or controversial issues. Stands by own position and supports others when required. Takes responsibility for mistakes and learns from them. Seeks guidance and advice when required.
- Commits to achieving key outcomes for QUU and uses personal drive, focus and energy to enthuse others. Galvanises others to act. Acts decisively and initiates urgent action to overcome difficult problems.
- Persists and focuses on achieving QUU objectives even in difficult circumstances. Monitors own emotional reactions and responds to pressure in a controlled manner. Overcomes obstacles and rapidly recovers from setbacks. Displays a positive outlook in difficult situations.
- Demonstrates a high level of self-awareness and acknowledges areas of both strength and limitation. Confidently promotes areas of strength and proactively identifies learning opportunities to extend skills and experience. Reflects on the impact of own behaviour on others and is responsive in adjusting behaviour.

Communicates With Influence

- Confidently presents messages in a clear, concise and articulate manner. Focuses on key points for the audience and states the facts. Structures message for brevity and presents message with precision and confidence, harnessing the most appropriate methods of communication. Creates meaning for the audience by using analogies and stories to illustrate key points.
- Seeks to understand the audience and adapts communication style and message to meet their needs. Listens carefully to others and ensures their views have been understood. Anticipates reactions and prepares a response to address the audience's concerns. Checks own understanding of others' comments and does not allow misunderstandings to linger.
- Approaches negotiations with a strong grasp of the key issues. Presents a convincing and balanced rationale. Focuses on the way in which the message is delivered, and uses techniques to illustrate the argument persuasively. Anticipates the position of the other party, and is aware of the extent of potential for compromise. Acknowledges and addresses

disagreements to facilitate mutually beneficial solutions. Identifies key stakeholders and engages their support. Focuses on the desired objectives and ensures negotiations remain on track.

AUTONOMY

Decision Making

- Exercises judgment and provides advice on key or complex decisions. Challenges the way things are done and provides creative solutions.

Analytical Skills

- Independently develops and evaluates plans and criteria for a variety of unique and complex matters. Has the latitude to consider whether different or unique approaches outside the norm should be taken to solve issues. Is regularly required to analyse, interpret, evaluate and apply innovative thinking to make independent decisions.

Autonomy

- Provides input into the solution of complex and challenging legal problems, acting as key resource in the delivery of technical work in their field. Works within Managerial direction, with work reviewed on an exception basis.

Size of role/tasks

- Provides support and expertise at a division level.

CORE ROLE QUALIFICATIONS, KNOWLEDGE, EXPERIENCE, SKILLS

Qualifications

- Possession of a relevant business degree, post graduate qualifications would be an advantage.

Experience

- 10 - 12 years of progressive work experience in the relevant specialisation plus 5 years leadership experience

Technical Skills

- High level of demonstrated ability and success in setting the strategic direction for Risk, Resilience and Insurance processes and systems.
- High level of demonstrated ability in problem solving and analytical skills with the ability to synthesise and summarise complex issues, identify, assess and minimise potential threats and manage complex, confidential and sensitive information in a large commercial organisation.
- High level of demonstrated ability to develop strategic risk frameworks, strategies and plans, including the ability to influence business and cultural change to deliver improved outcomes and effectiveness.
- Significant knowledge of and demonstrated experience in the provision of high quality professional advice, interpretation and information to Boards and their sub-committees, Executives and Senior Management.
- Significant demonstrated experience in the development, implementation and maintenance of business support systems, including Risk, Resilience and Insurance processes and tools, within a large commercial organisation.
- Proven ability to lead and influence change in order to embed the Risk, Resilience and Insurance Frameworks within the business.