

**Position Description**

**Position title: General Manager, Enterprise Risk and Assurance**

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| **Mission Australia** | |
| About us: | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.  We’ve learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.  Together we stand with Australians in need, until they can stand for themselves. |
| Purpose: | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  *“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration |
| Goal: | To reduce homelessness and strengthen communities. |

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| **Position Details:** | |
| Position Title: | General Manager, Enterprise Risk and Assurance |
| Division: | Finance |
| Reports to: | Chief Financial Officer |
| Position Purpose: | Lead implementation of risk and incident management, audit and investigation frameworks, policies, and procedures. Support sound risk and assurance governance. Manage audits and reviews designed to provide assurance to the Mission Australia Board and Executive that frameworks, compliance processes and controls are operating effectively. Discharge responsibilities of Fraud Control Officer. Lead strategic placement of Mission Australia Insurance program. |
| Organisational Structure: |  |

**Position Requirements (What are the key activities for the role?)**

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| **Key Result Area 1** | **Enterprise Risk Management & Assurance Framework** |
| Key tasks | Position holder is successful when |
| Effective design and implementation of enterprise risk management and assurance frameworks, policies, systems and processes. | * Risk Management Framework approved by MA Board * Risk appetite established & approved by MA Board with risk limits and tolerances established. * Risk management & assurance policies, processes and tools are regularly reviewed and improved * Tools, processes and practices are consistently applied and understood across all levels of the organisation * Assurance programme endorsed by MA Executive & Board Audit and Risk Committee, including plans for internal audits & support for external compliance reviews & audits |
| **Key Result Area 2** | **Enterprise Risk & Assurance Reporting** |
| Key tasks | Position holder is successful when |
| Executive and Board Reporting is timely, effective, accurate and insightful | * Reports are clear and concise and positive feedback is received by the intended audience * Reports focus on matters of importance – as related to risk appetite, strategy and organisational values * Quantitative and qualitative measures and indicators are analysed and aid decision making and planning |
| **Key Result Area 3** | **Enterprise Risk & Assurance Strategy** |
| Key tasks | Position holder is successful when |
| Enterprise Risk & Assurance Strategy is developed, endorsed and relevant initiatives are implemented effectively | * Enterprise Risk & Assurance Strategy is endorsed by MA Executive & Board Audit and Risk Committee * Initiatives are designed to support organisational strategy and risk appetite and are set using a consultative approach with MA Executive and Board Audit and Risk Committee * Enterprise Risk & Assurance Strategic Initiatives are achieved within required timeframes |
| **Key Result Area 4** | **Risk Management & Compliance & Audit Functions** |
| Key tasks | Position holder is successful when |
| The risk management and assurance functions are effectively supported and generate high quality work outputs | * Risk management and internal audit work plans are risk based and are informed by organisational strategy as well as relevant standards of practice (e.g. ISO). * Risk Assessments, Audits and Investigations are well informed, insightful, evidence based and succinct and in line with relevant standards. Where relevant, root cause is identified and relevant remediating actions are implemented * Risk Assessments, treatments, reviews, investigations and audits are regularly reviewed and critiqued, particularly in areas of highest risk impacts * Effective Incident Response Support and co-ordination is provided for high rated incidents, where required * Organisational learnings and opportunities are effectively identified and implemented |
| **Key Result Area 5** | **Stakeholder Management** |
| Key tasks | Position holder is successful when |
| Key stakeholders are effectively engaged, advised and supported | * Stakeholders are actively engaged and consulted with regarding frameworks, policies, systems and processes * The organisations top risks are identified and analysed and where required, treatment plans owned by senior managers and executives are actively supported * Advice and recommendations create and protect organisational value and are implemented by owners |
| **Key Result Area 6** | **Incident Management** |
| Key tasks | Position holder is successful when |
| Ensure the organisational response to critical incidents is effective and appropriate | * For critical rated incidents, provide effective incident management response support to the incident owner * Develop an incident response plan and co-ordinate the implementation of required actions * Provide timely and relevant advice and liaise with internal and external stakeholders * Ensure root cause and organisational learnings are identified and any improvement actions are implemented |

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| **Work Health and Safety**  People leaders must:   * Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors * Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety * To acquire and keep up to date knowledge of work health and safety matters * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries |
| **Leadership**   * Set the Leadership standards through demonstration of values based leadership and actively promote values based behaviours within Mission Australia * Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly * Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia’s current and future needs * Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues |
| **Purpose and Values**   * Actively support Mission Australia’s purpose and values * Positively and constructively represent Mission Australia to external contacts * Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times * Operate in line with Mission Australia policies and practices * To help ensure the health, safety and welfare of self and others working in the business * Follow reasonable directions given by the company in relation to Work Health and Safety * Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries * Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards * Actively support Mission Australia’s Reconciliation Action Plan |

**Recruitment information**

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| **Qualification, knowledge, skills and experience required to do the role**   * Extensive knowledge, skills and experience relevant to human and/or community services * Skills and experience across risk and assurance practice including risk and incident management, investigations and compliance reviews and/or audits * Experience working constructively and collaboratively with internal stakeholders including staff, managers, Executives and Directors, as well as external stakeholders such as regulators. * Knowledge of relevant national and international standards and current best practice * A relevant tertiary qualification in at least one area of practice * Attention to detail, analytical ability, report writing and relationship management skills * Relevant certifications in Risk Management, Internal Audit, Quality Systems and/or Compliance well regarded. |
| **Competencies**   * Action oriented and takes accountability to achieve results in line with set timeframes. * Builds and maintains sustainable internal and external relationships. * Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure. * Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely. * Demonstrated experience working and collaborating effectively with stakeholders; ensuring people are kept informed of progress, changes and issues. * Ability to deal with ambiguity and complexity. * Demonstrated strong leadership skills with effective change management capabilities. |
| **Key challenges of the role**   * Diverse, broad and large scale operational risk context * Multiple, competing priorities * Broad range of key stakeholders including front line service delivery staff, management, Executives, Board Directors and external regulators and government agencies. |

**Compliance checks required**

**Working with Children**

**National Police Check**

**Vulnerable People Check**

**Drivers Licence**

**Other (prescribe)**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval**

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| **Manager name** | **Iain Keddie** | **Approval date** | **January 2018** |