

## POSITION DESCRIPTION – **MANAGER**

Position Title	Head of Risk & Compliance	Department	Corporate Services
Location	Flexible	Direct/Indirect Reports	1
Reports to	CFO/COO	Date Revised	Aug 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 8	<b>Job Evaluation No:</b>	HRC0021235

### ■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

### ■ Position Summary

To manage an Australian Red Cross enterprise wide system of risk management and corporate quality assurance towards appropriate due diligence and corporate governance through systems of risk identification, analysis, prioritization and mitigation, as well as through broad oversight of risk and compliance management across all programs, services and functions of the Australian Red Cross, including strategic risk management.

### ■ Position Responsibilities

#### Key Responsibilities

##### Risk & Compliance Management

- Coordinate a Society wide (exclusive of ARCLB) and nationally consistent ISO31000:2009 compliant Risk Management system, inclusive of risk identification, analysis, evaluation, prioritisation with appropriate treatment of risks and monitoring, communications and audit strategies
- Develop and maintain an organisational risk profile, risk appetite and risk tolerance statements
- Responsible for improving and administering the organizations Compliance Framework and ensuring it meets its obligations
- Ensure development of appropriate frameworks of operation for all areas of risk mitigation and compliance including, but not restricted to Cyber, Workplace Health & Safety, Quality, Legal and HR
- Ensure appropriate interface between the Risk Management system with other risk mitigation and compliance activities such as Cyber, Workplace Health & Safety, Quality, Legal and HR
- Responsible for reviewing effectiveness and ongoing adequacy of all risk mitigation and compliance frameworks
- Undertake risk modelling and trending analysis to ascertain appropriate risk mitigation strategies which reflect Red Cross' internal and external strategic risks
- Provide risk and insurance management advice to the COO/CFO and Head of Legal with respect of actual and potential litigation involving Australian Red Cross and in relation to general legal liability
- Maintain and champion National Risk Management Framework and Risk Management Plan with a view to:

- Immediately reporting any actual or arising issue of risk to the CEO, COO/CFO, or any matter that may be considered as a 'risk' through observance of all operations of the organisation
- The adoption of a risk management culture
- The collating, reviewing and reporting on Risk to the CEO, COO/CFO, Executive Team, the Board and Board Committee structure as required
- Providing Risk Management assurance to the Board of a system where existing risks are managed by nominated individuals, whilst new risks are identified and managed as they emerge
- Design and deliver risk workshops with the Executive, Audit and Risk Committee and the Board
- Provide Risk Management advice to all levels of Australian Red Cross
- Accountable for Red Cross' incident and hazard management system (ReportIt).

### **Internal Audit**

- Accountable for the development and oversight of an internal audit function and framework
- Manage all internal and external reporting to the Executive, Audit & Risk Committee and the Board
- Advise on internal audit program recommendations against priority risk areas
- Manage internal audit projects and field work
- Make recommendations on how to improve internal controls and governance processes.

### **Fraud and Corruption Prevention Management and Whistleblower hotline**

- Develop, maintain and report to the Audit & Risk Committee on the Fraud Incident Register including overseeing and advising on all fraud and corruption related risks
- Accountable for the investigation of fraud, corruption and whistleblower incidents including triaging, reporting and active investigation
- Report all related disclosures to the CEO, CFO/COO, Audit & Risk Committee and Board as appropriate
- Work closely with the COO/CFO and Head of Finance to:
  - Assist in updating the Fraud and Corruption Prevention Policy and accompanying fraud procedures
  - Provide advice on fraud controls and best practice
  - Assist in the development and dissemination of information about fraud prevention, fraud awareness and fraud controls including the development of fraud and corruption prevention training
- Manage the whistleblower hotline service provider relationship, content and contract
- Act as one of the organisation's 'Responsible People' in accordance with legislation and organisational policy
- Assist in the development and maintenance of the Ethical Framework.

### **Insurance**

- Design, source and manage a cost effective and comprehensive commercial insurance program covering all of the operations of Australian Red Cross generally as a financial risk mitigation strategy
- Accountable for reviewing, advising on and maintaining all insurance policies
- Undertake trending analysis of insurance claims, using risk mitigation to reduce loss ratios and improve claims experience
- Accountable for the collection of national data for Annual Insurance Renewal to Underwriters
- Manage and complete the annual insurance return to Underwriters including signing off on No Claims Declarations
- Development of the Australian Red Cross Annual Underwriting Submission

- Assist the Procurement department in the Broker tender process – jointly with the Australian Red Cross Blood Service
- Review and approve all leases, contracts, MOU's, SLA's and other agreements to determine suitability and ability to comply with insurance, indemnity and liability clauses
- Accountable for the management of all notifications of claims to Brokers including managing insurance claims with the support of internal and external legal advice as necessary
- Contribute to incident management responses through the provision of insurance advice and acting as the interlocutor between Red Cross and insurance brokers
- Build and deliver training and education materials to Red Cross Staff as appropriate, to increase understanding of insurance policies and procedures across the organisation
- Approve, sign, deliver and update Organisational Certificates of Currency as required
- Manage/create full reporting package for management (inclusive of KPI's relating to all insurance claims)
- Act as the central point for all Insurance questions and queries from staff – provide advice on all insurance related enquiries.

## ■ Position Selection Criteria

### Technical Competencies

- Strong strategic focus and understanding of strategy and strategic risks including understanding of the principles and practices of Risk Management and the ISO31000
- Solid understanding of fraud risk management and fraud controls and theory and practice
- Sound understanding and impact of insurance including thorough understanding of, and place for, insurance within a corporate environment as a risk management strategy
- Strong understanding of legislation and the ability to read, understand and provide advice on the suitability of contracts in relation to risk
- A high level of interpersonal skills, negotiation and consultation skills, with the ability to establish and maintain effective communications and working relationships with a range of internal and external clients and stakeholders
- Ability to communicate clearly on sensitive issues and maintain confidentiality
- Demonstrated ability to operate in a dynamic environment and to positively affect change.

### Qualifications/Licenses

- Masters Degree in Risk Management, Insurance, Business Administration and at least 7 years proven experience managing risk in a complex and diverse organisation.

### Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.

- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters