

## POSITION DESCRIPTION – **MANAGER**

|                       |  |                           |                   |
|-----------------------|--|---------------------------|-------------------|
| Position Title        | National Manager - Compliance monitoring and reporting | Department                | Risk & Compliance |
| Location              | Flexible   | Direct/Indirect Reports   | Nil               |
| Reports to            | Chief Risk Officer                                     | Date Revised              | April 2021        |
| Industrial Instrument | Social Home Care and Disability Services Award         |                           |                   |
| Job Grade             | Job Grade 7  | <b>Job Evaluation No:</b> | HRC0035930        |

### • 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

The purpose of this role is to establish and drive the implementation of a risk-based approach to the management of compliance across all programs, services and functions of the Australian Red Cross.

This role is also responsible for establishing and maintaining effective monitoring and reporting mechanisms at State, Directorate and National levels. The role will act as a key support to accountable officers in assessing the effectiveness of compliance related controls and in the timely reporting of compliance related matters to the Executive, Audit and Risk Committee and the Board.

### • Position Responsibilities

Key responsibilities:

- Support the Chief Risk Officer in the development and oversight of a comprehensive risk-based compliance management framework, including through the maintenance of an overarching policy and a harm reduction focussed set of supporting procedures, tools and guidelines.
- With the support of the Chief Risk Officer and in working with accountable Executive and senior management level compliance obligation owners, develop and maintain a risk-based legislative compliance landscape to be presented for Board approval via the Audit & Risk Committee on an annual basis.
- Development of a risk-based compliance governance approach aligned to the responsibilities and accountabilities of each Directorate and the risk management framework.
- Develop a monitoring and reporting process that ensures timely reporting to the Executive and Board Audit and Risk Committee on all compliance related matters.
- In collaboration with subject matter experts, undertake trending analysis on critical incidents to ascertain appropriate risk mitigation strategies to reduce further compliance risk.
- Work with all areas of Red Cross to develop an integrated risk-based compliance training programme. The training plan must incorporate training for staff with accountabilities for day-to-day implementation of compliance related controls in the delivery of Red Cross programs.

- Develop and maintain training materials for accountable Executive and senior management level compliance obligation owners.
- Support the design and delivery of compliance training programs, ensuring a contemporary approach which meets the broad set of needs across all categories of Red Cross people, including across our Nationwide Client Practice Framework.
- Guide and support accountable Executives and senior management level accountable officers to develop risk-based compliance control implementation plans.
- Support accountable obligation owners (senior management) to monitor compliance performance and determine need for any remediation.
- Support the Chief Risk Officer in overseeing the investigation of compliance issues or breaches, including by assisting the accountable compliance obligation owner to conduct root cause analysis. Support accountable compliance obligations owners to develop robust action plans to address root cause of non-compliance and to establish any compensating controls that may be required to limit potential exposure.
- Maintain a customer focus and engage stakeholders at every level, ensuring their understanding and support for the organisation's ongoing commitment to risk-based compliance and harm prevention.
- Manage the integrity of Australian Red Cross compliance data, including in working with the Legal team in having a legal risk assessment undertaken for new obligations and/or as needed as changes occur across the organisation.
- Work with the National Manager's Risk & Insurance and Integrated Assurance to ensure all assurance related activities incorporate a risk-based compliance approach and Align internal audit program with identified organisational risks.
- Assist in the annual planning and budgeting process via the appropriate application and lens of risk management.

## Position Selection Criteria

### Technical Competencies

- Experience in the establishment and implementation of risk-based compliance management frameworks and processes.
- 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, 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

- Tertiary Degree in either Commerce, Business or Law
- Post graduate certificate desired e.g. CA/CPA or other relevant
- At least 10 years proven experience in compliance, risk management, and/or audit
- A Working with Children check is a mandatory requirement for this role.

### 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.

**CRISIS CARE COMMITMENT**

- **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 | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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 | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

## ■ 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