

WHITEHORSE CITY COUNCIL

Position description

Job title: Risk and Insurance Lead	
Classification: Band 7	Effective Date: July 2025
Reports to: Coordinator Risk and Insurance	Tenure: Temporary (six months)

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.



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Position description

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position is responsible for:

Managing, promoting and supporting an effective risk management framework across Council by developing capability, advising and supporting staff in all areas.

Developing quality relationships with stakeholders and embed the value of an effective risk management culture across the organisation.

Key Responsibilities

Position Specific Responsibilities

RISK MANAGEMENT

- Develop, implement and review Council's Risk Management Framework.
- Assist with the implementation of the Risk Management Framework roadmap.
- Provide support to council officers on the management of risk within the organisation to ensure organisational culture recognises and manages risk in a proactive manner.
- Support the regular review of Council's Risk Registers with Council responsible officers.
- Assist the Coordinator Risk and Insurance in the preparation of reports for the Executive Leadership Team and Audit and Risk Committee.
- Provide advice to Council Officers on risk implications for proposed activities/programs and services and identify insurance issues and strategies.

INSURANCE

Provide support to the Risk and Insurance Advisor to:

- Ensure the effective and timely management and administration of insurance claims and under excess claims.
- Manage the relationship with Council's insurance broker and the placement of Council's annual -insurance program.
- Conduct the annual MAV LMI Scheme (Public Liability and Professional Indemnity) insurance renewal program.
- Review Council's insurance portfolio and liaise with Brokers to ensure Council's insurable risks are appropriately covered.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Values and Behaviours.

- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Ensure appropriate care and use of assets and equipment.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Nil.

Staff responsibility: Nil

Decision Making:

The position is responsible for –

- the efficient and effective management of Council's substantive compliance with policies and procedures.
- research and data analysis and planning to reach decisions and propose recommendations to improve and strengthen Council's controls and to minimise organisational risk.
- displaying judgement and discretion in communications with Managers, ELT and external agencies.
- the provision of specialist advice about risk management and insurance.

Key Relationships

- The position is required to establish and maintain highly effective professional relationships with the Audit and Risk Committee, Executive Leadership Team, Managers and all staff across Council.
- The position is required to contribute to the education of individuals and teams in the delivery of risk management and reporting, and requirements for their areas of responsibility.

Skills and Attributes

- Post-secondary qualifications in risk management or related discipline (e.g. OHS, Insurance).

- Several years successful demonstrated experience in risk management or related similar role, including risk management planning and co-ordination capacity
- Strong relationship building & influencing skills
- Collaborative style, with continuous improvement outlook
- Self-motivated, able to meet deadlines and manage own outputs
- Excellent communication skills, strong presentation and report writing skills
- Analytical and critical thinking abilities
- Excellent numeracy skills, Power BI and data analytics skills
- Satisfactory National Criminal History Check.

Continuous Improvement

- The ability to identify and recommend appropriate process and customer experience improvement opportunities for referral to the Whitehorse Continuous Improvement Program and contribute to project activities is desirable.
- Demonstrate a Continuous Improvement open mindset and attitude, actively seeking opportunities to improve the audit and assurance function, inspiring others to drive continuous improvement culture in their work areas, challenging the status quo where possible.

Technology

- Competency in the use of Microsoft applications, including Word and Excel and in specialist risk management software.

Interpersonal

- The ability to gain cooperation and assistance from other staff, clients and members of the public for the management of the internal review program and to discuss and resolve intra-organisational problems with employees.
- Demonstrated high level oral and written communication skills to enable effective collaboration with employees and clients and to influence decision making.

Other technical skills

- Competency in the application of business continuous improvement principles such as process mapping and re-engineering.
- Sound knowledge of risk management principles.

Leadership/management:

- A demonstrated ability to lead and motivate employees from across Council, and negotiate with, coach, guide and positively motivate and influence stakeholders in

the development of strategies, plans and reports, and in the achievement of corporate objectives.

- Contribute to the development of work plans and timelines for successful delivery according to Corporate and regulatory timeframes to the required levels of accuracy and quality.
- A demonstrated ability to lead and motivate employees from across Council, to negotiate with, coach, guide and positively influence stakeholders in delivery of risk management activities, and reports, in the achievement of corporate objectives.
- Resilience to be able to operate effectively and meet set objectives in a busy work environment with conflicting priorities, interests and pressures.

Key Selection Criteria

- Post-secondary qualifications in risk management or related discipline (e.g. OHS, Insurance).
- Significant demonstrated experience in risk management or related similar role, including risk management planning and co-ordination capacity.
- Experience in the use of computers and the implementation of a risk management system in the workplace.
- Statistical and trend analysis skills.
- Sound oral presentation and written communication skills.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Occasional	
Hand/Arm Movement Tasks involve use of hand/arms	<ul style="list-style-type: none"> Photocopying of documents Using a headset Moving items around desk 	Daily, intervals across 7.6 hours	
Standing Tasks involve standing in an upright position	<ul style="list-style-type: none"> Meetings site inspections as required as part of Audits Working at standing desks 	Daily	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Occasional	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Regular short distances < 50m,	Daily, intervals across 7.6 hours	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Trolley used when appropriate to aid in manual handling	Occasional	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Movement of objects, documents and other equipment at workstation or elsewhere in the office	Occasional	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Data Entry, emails, Phone interaction, minutes taking, reports, correspondence etc	Daily, intensively, with intervals across 7.6 hours	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Electronic documents, reading, researching, writing reports and taking minutes	Daily, intensively, with intervals across 7.6 hours	

Any other relevant comments: