



WHITEHORSE CITY COUNCIL

Position description

Job title: Senior Risk and Assurance Officer	
Classification: Band 7	Effective Date: June 2026
Reports to: Coordinator Risk, Integrity and Assurance	Tenure: Permanent

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

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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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Goal Statement

The role provides strategic oversight and operational leadership in the areas of risk management, audit and assurance, insurance and claims, and control effectiveness. The goals of the role are to:

- Strengthen Council's risk, audit, and assurance frameworks to support compliance, resilience, and informed decision-making.
- Embed a proactive organisational culture of integrity, accountability, and continuous improvement in corporate governance practices.
- Provide strategic advice and practical solutions that improve Council's internal controls, mitigate risks, and enhance transparency.

Key Responsibilities

Position Specific Responsibilities

Risk Management

- Lead the development, implementation and coordination of Council's risk portfolio and foster a risk aware culture to drive an uplift in risk maturity.
- Integrate risk with other key governance frameworks and programs of work such as strategic planning, internal audit, project management, organisational compliance and integrity.
- Facilitate and coordinate the identification of risks and opportunities and support 'risk owners' to assess and develop strategies to mitigate and document risks.
- Provide Risk reporting to ensure oversight of Council's Risk Profile through risk review programs with risk owners and preparation of reports for the Audit and Risk Committee and Executive Leadership Team.

Insurance and Claims Management

- Ensure Council maintains appropriate insurance cover for insurable risks
- Oversee the effective management of Council's claims management processes and insurable risks by the insurable risk team
- Analyse claims trends and implement proactive strategies to reduce exposure and improve risk management practices.
- Assess, analyse and control liability, motor and property risks throughout Council to reduce and control the cost and liability to Council.

Fraud and Corruption Control

- Support fraud prevention and control processes through the Risk Management system and processes.
- Support the investigation and reporting of significant fraud events to Executive and Audit and Risk Committee.
- Ensure that fraud and corruption risks are appropriately identified, recorded, reported, and managed.

Assurance, Control and Compliance

- Develop and deliver a robust assurance framework that provides executive leadership and Council with confidence in compliance, governance, and control effectiveness.
- Conduct control reviews, benchmarking, and assurance activities to identify gaps and recommend improvements.
- Ensure Council maintains effective monitoring and reporting systems that support compliance and accountability.
- Assess incidents and emerging issues, ensuring they are analysed and linked to relevant risks to support continuous improvement and organisational resilience.
- Assist with the monitoring of the Legal Services register, analyse data and report for the oversight of the Executive Leadership team.

Audit and Risk Committee

- Support the activities of the Audit and Risk Committee, including preparation of reports, papers, and advice.
- Support the internal audit program to ensure timely delivery of audits, tracking of recommendations, and continuous improvement.
- Provide high-quality briefings and recommendations to Executive Leadership Team and the Committee to inform decision-making.

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.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KPI's are met and contribute to the strategic objectives of the team.
- 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: The position is responsible for the Risk Management and Insurance budget and to effectively manage the relevant resources.

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, Executive Leaders, Council and external agencies.
- the provision of specialist advice and regulation of internal clients is subject to professional and regulatory review.

Key Relationships

- The position is required to establish and maintain highly effective professional relationships with the Executive Leadership Team, Managers and all staff across Council and the Audit and Risk Committee.
- 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.
- The position interfaces with the Audit and Risk Committee, insurance Broker and Municipal Association of Victoria.

Skills and Attributes

- Tertiary qualifications in risk management
- Successful experience in the development and execution of projects that address key organisational risks and in identifying process and control improvement opportunities
- Solid background in risk management methodology



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- 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
- Demonstrated experience in using risk and incident 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 and assurance 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.



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

- Tertiary qualifications in risk management or related discipline (e.g. Governance, Risk and Compliance (GRC)).
- Significant demonstrated experience in a risk management or related similar role, including risk management planning and coordination capacity
- Competency in business continuous improvements and risk management principles.
- Demonstrated high level written and oral communication skills to enable effective collaboration with employees and clients and to influence decision making.
- To be able to operate effectively and meet set objectives in a busy work environment with conflicting priorities, interests and pressures.

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: