



1. **TITLE:** GENERAL MANAGER RISK, REGULATION AND RESOURCES
2. **CLASSIFICATION:** SENIOR EXECUTIVE OFFICER (SEO)
3. **DEPARTMENT:** GOVERNANCE
4. **POSITION OBJECTIVES:**
 - 4.1. **Objectives of Position:**
 - 4.1.1. Manage the Risk, Regulations and Resources Department and functions of the Corporation.
 - 4.1.2. Be an integral member of the executive management team and provide support and advice to the Managing Director and Board on matters affecting own department and wider organisation.
 - 4.2. **Within the Organisation:**
 - 4.2.1. Provide leadership throughout the organisation in the areas of corporate risk, regulatory compliance and human resources;
 - 4.2.2. Provide advice and assistance on corporate risk, compliance and human resource issues to the Board, managing director, executive management team and other staff.
5. **KEY RESPONSIBILITIES:**
 - 5.1. **Strategy**
 - 5.1.1. Participate in and contribute to the Managing Directors accountability for developing, implementing and reporting on the strategy and business plan for Westernport Water by:
 - Contributing to the Board reporting process and relevant committees, including the Audit and Risk management Committee and Project Control Committee;
 - Active participation in the business planning process; and
 - Developing and reporting on annual operating plans.
 - 5.1.2. Develop and execute an annual business plan for the Risk, Regulations and Resources Department including:
 - Meeting budget, Enterprise Agreement and statutory performance;
 - Ensuring appropriate emergency management processes and procedures are in place and understood; and
 - Strategic risk registers for corporate plan submission are developed and implemented.
 - 5.1.3. Plan for systematic and effective collaboration with other Departments to ensure:
 - Risk management principles and procedures are integrated into every aspect of day to day operations;
 - Executive Management Team members understand and support the Corporation's risk management, people and compliance systems;
 - Emergency Services requirements are met; and



- Allocate resources to meet Risk, regulations and Resources' current and future work priorities

5.1.4. Plan and implement fit-for-purpose human resources and risk management frameworks in which the Corporation's outputs are delivered by:

- Ensuring the robustness and fit for purpose of accreditation systems;
- Continual improvement of HR systems;
- Fostering a quality and improvement-focused culture; and
- Ensuring the collection, synthesis and productive use of relevant data.

1.1. Risk & Regulation

1.1.1. Develop, document and maintain systems and processes for Westernport Water's Risk and Regulation program;

1.1.2. Develop strategies to ensure staff awareness of risk management systems and procedures;

1.1.3. Manage the implementation of the Risk and Regulation strategy, including:

- Corporate Governance;
- Insurance;
- Risk;
- Legal;
- Audit, and
- Compliance.

1.1.4. Lead or facilitate activities aimed at continuous improvement of Risk and Regulation.

1.2. People

1.2.1. Develop, monitor, manage and report regularly on the Risk, Regulation and Resources budget;

1.2.2. Manage the Occupational Health and Services and Environment areas and compliance with relevant legislation;

1.2.3. Ensure readiness for, and participate in, external audit(s);

1.3. Communications

1.3.1. Develop and maintain ongoing relationships with government agencies and other relevant stakeholders as appropriate;

1.3.2. Act as the primary contact for the State Services Authority of Victoria (SSA) and the Department of Environment and Primary Industries (DEPI), Essential Services Commission (ES) on compliance and HR issues ;

2. ORGANISATIONAL RELATIONSHIPS:

2.1. Reports to the Managing Director;

2.2. Direct reports – Manager Environment & Sustainability, Manager OHS & HR; and

2.3. Works as an integral part of the executive management team;



3. ACCOUNTABILITY & EXTENT OF AUTHORITY:

- 3.1. The incumbent's freedom to act is governed by organisational policies and relevant State legislation;
- 3.2. The decisions and actions taken by the incumbent will have impact on the programs and policies that are developed and /or the public perception of the wider organisation. The decisions and actions taken by the incumbent will have substantial impact on the performance of the Risk, Regulations and Resources Department;
- 3.3. The incumbent is required to develop risk management, Human Resource and compliance policies and strategic plans. The advice provided by the incumbent will be relied upon for the adoption of these policies;
- 3.4. Authority to develop and recommend solutions pertaining to own department and wider organisation, to the managing director, the executive management team;
- 3.5. Authority to manage resources based on area of responsibility provided in the budget and for the achievement of departmental objectives;
- 3.6. Accountable for the regular reporting of performance and budgets;
- 3.7. Authority to exercise delegations as approved for the position.

4. JUDGEMENT & DECISION MAKING:

- 4.1. This position is involved in complex problem solving and policy development. The nature of the work is specialised with methods, procedures and processes generally developed from theory and precedent;
- 4.2. The work will often require identification and analysis of a range of options and impact to the business before a choice can be made;
- 4.3. This position will be expected to identify and develop policy options in their own department for consideration and choice by the managing director, executive management team and the Board;
- 4.4. Issues are often complex and may require the development of solutions based on previous experience;
- 4.5. Guidance and advice is not always available from within the organisation.

5. SPECIALIST KNOWLEDGE AND SKILLS:

- 5.1. The incumbent must be able to understand the political, regulatory and socio-economic context in which Westernport Water operates and how the long term goals and aspirations of the wider organisation are aligned;
- 5.2. Management and leadership skills;
- 5.3. Management of a risk and/or compliance based area;
- 5.4. Effective engagement and communication skills
- 5.5. Sound knowledge of risk management, human resources, relevant legislation and budget preparation and monitoring principles and practices;
- 5.6. Contract, project and time management skills and experience;
- 5.7. Knowledge of the Victorian water industry.

6. MANAGEMENT SKILLS:



- 6.1. Demonstrated and proven experience in managing corporate risk and regulatory compliance and human resources;
- 6.2. Ability to manage time, set priorities, plan and organise one's own work and the work of other employees so as to achieve objectives with the available resources and within a set timetable despite conflicting pressures;
- 6.3. Ability to implement personnel policies and practices including awards, enterprise agreement, equal opportunity, OH&S, recruitment and selection and performance management.

7. INTERPERSONAL SKILLS:

- 7.1. Ability to persuade, convince and negotiate with customers (internal and external), employees, managers and relevant regulatory authorities;
- 7.2. Lead, motivate and develop the Risk, Regulation and Resources team members as well as other employees of the Corporation;
- 7.3. Excellent written and verbal communication skills;
- 7.4. Ability to liaise with other members of staff, members of the public and regulatory bodies;
- 7.5. Ability to liaise with Government authorities, Strategic Business partners (e.g. Insurance Brokers, Peak Industry Bodies and other water Corporations).

8. QUALIFICATIONS AND EXPERIENCE:

Essential

- 8.1. Tertiary qualifications preferably at post graduate level in governance, management, business administration or related discipline.
- 8.2. Substantial experience in managing and leading a risk, regulation or human resources team;
- 8.3. Demonstrated experience in establishing and maintaining governance frameworks, processes and compliance systems in the field of regulatory compliance and/or risk management;
- 8.4. Proven ability to interpret legislative and regulatory compliance obligations into practical outcomes; and
- 8.5. Demonstrated experience in managing a risk data base.

Desirable

- 8.6. Experience in the water industry is highly desirable.

9. TRAINING:

- 9.1. Training will be provided and will comprise on the job training and occasional short courses both on and off site
- 9.2. Participation in appropriate WASA Special Interest Groups, Institute of Water Administration and other network groups and conferences as appropriate.

10. KEY SELECTION CRITERIA:

- 10.1. Demonstrated ability to manage and lead a team;



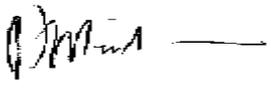
- 10.2. Demonstrated knowledge of and skills in risk management and regulatory compliance processes;
- 10.3. Demonstrated corporate communication skills;
- 10.4. Demonstrated ability to manage time and other resources to maintain the quality of output whilst dealing with a range of conflicting priorities;
- 10.5. Sound knowledge of the policy and regulatory framework involved in the water industry; and
- 10.6. Demonstrated knowledge of, commitment to and ability to implement process improvement in human resource management.

11. STANDARD CLAUSES:

- 11.1. To act consistent with the four values outlined in the Behavioural Charter. To recognise and provide feedback to others when these behaviours are being demonstrated or not. These values are: showing respect, encouraging and creating quality, being responsible and being honest;
- 11.2. To undertake all duties in a manner which will ensure that fellow workers and myself comply with the Corporation's policies, and processes in relation to Health, Safety and Environment. Also to draw to the attention of my manager/supervisor or Health, Safety and Environment representative any hazards which present a risk;
- 11.3. To be aware of and follow Westernport Water's policy on managing risk and within my delegated authority reduce, remove or minimise such risk or report potential hazards/risks (and possible solutions) to the relevant manager/supervisor or Health, Safety and Environment representative;
- 11.4. To continually find ways and means of improving the efficiency of the work being undertaken by initiating and/or recommending process improvement and to take part such cross functional business project; and
- 11.5. To maintain all records under my responsibility in accordance with Westernport Water's Records Management Policy Trim Ref INT09-00392;
- 11.6. To act in an environmentally responsible manner at all times and report any environmental issues or incidents (and possible solutions) in accordance with Westernport Water's Environmental Management System to assist the Corporation manage its environmental impact.



Prepared by: Peter Winterburn
General Manager Risk, Regulation and Resources

Signed...  12/11/2013

Approved by: Murray Jackson
Managing Director

Signed...../...../.....