

Manager Risk & Governance

Position	Manager Governance & Risk						
Department	Corporate and Community Services						
Main Purpose of the Role	The Manager Governance & Risk is accountable for strengthening the governance capability across the organisation through the strategic development, implementation and maintenance of high-quality governance and risk systems that support transparent and effective decision making. Internally, the role will also promote a strong governance culture built on integrity, accountability and transparency. The primary focus of the role is through collaboration and leadership, to develop and maintain Council's governance standards, tools and frameworks and to drive a culture of best practice in corporate governance, record management, customer relations/libraries and risk.						
Reports to	Director Corporate and Community Services						
Direct Reports	Customer Relations Team Leader, Risk Officer, Records Officer and Events Officer.						
Award/ Hours of Work	Full Time – 35 hours per week (9 day fortnight) Employment is in association with the conditions of the Local Government State Award (NSW) 2026						
Salary	Grade	22	Band	3	Level	4	Step E
Last Reviewed	August 2026						

Part 1 – Key Accountabilities

- **Governance, Risk and Compliance:** Oversees the development, implementation and management of corporate policies, compliance systems, and internal governance frameworks. Provide support for the Audit, Improvement and Risk Committee (ARIC), internal audits, risk management, fraud and corruption prevention, business continuity, council meetings, councillor training. Identify and mitigate risks and ensure compliance with the Local Government Act (NSW) 1993 and all relevant legislation.
- **Business innovation and improvement:** Drive continuous improvement initiatives across the organisation by leading service planning, conducting service reviews, ensuring high-quality data access, monitoring customer satisfaction metrics, and developing effective frameworks.
- **Team Leadership and Capability Development:** Leads, mentors, and develops the Governance, Risk, Customer Relations/Libraries, Records and Events team to ensure a high-performing and customer-centric approach to service delivery and to enhance business performance and customer satisfaction.
- **Stakeholder Engagement:** Diplomatically engages with internal and external stakeholders to build collaborative partnerships and trust in delivering services, including library services and addressing community needs.
- **Advice and Support:** Provides expert advice and support to the Council's executive team, and other stakeholders to facilitate informed decision-making and strategic planning and business cases.
- **Emergency Management:** Develops and implements statutory emergency plans and business continuity plans to strengthen the council's emergency preparedness, response, and recovery efforts and ensure critical services and community safety during emergency events.
- **Other Discretionary Management Duties:** Assist in managing any issues or emergencies that affect the operation of the council and/or the wellbeing of the community as and when required.

Part 2 – Operational Accountabilities

Governance

- Support the implementation and ongoing improvement of Council's Corporate Governance Framework and related governance initiatives.
- Conduct research and prepare reports, briefings, correspondence, policies, procedures and other governance documentation.
- Interpret and apply relevant legislation, regulations guidelines to support governance, compliance and risk management outcomes.
- Coordinate statutory reporting and support compliance obligations with oversight bodies, including the Office of Local Government, NSW Ombudsman and Information and Privacy Commissioner.
- Maintain and administer Council's Delegations Management System, including reviewing, updating and drafting delegations.
- Develop and maintain governance registers, policy documents and web content to ensure accuracy, accessibility and compliance.
- Coordinate governance and risk projects, stakeholder enquiries, and the development of training and educational resources that promote governance awareness and capability across Council.
- Attend Council meetings and support the integrity of Council's decision-making processes by reviewing Council Business Papers and Minutes, coordinating actions arising from Council meetings, monitoring resolution implementation.
- Coordinate and oversee Council's Government Information (Public Access) Act (GIPA) functions, including processing applications, managing complex information access matters.
- Support Council's compliance with statutory obligations under relevant legislation. Monitor legislative and regulatory developments and coordinate the implementation of improvements to governance systems, controls, policies and practices.

- Coordinate and support reviews, complaints, investigations and external proceedings, including the preparation of information, submissions, records and briefing material for agencies and external bodies.
- Facilitate and administer complaints in relation to the Code of Conduct as the Complaints Coordinator.
- In collaboration with the Executive, identify areas of the business for review and conduct service reviews to identify the expected standards of service delivery and initiatives to enhance services to the community.

Audit Risk and Improvement Committee

- Manage the engagement with the ARIC and maintain high level understanding of audit and risk management requirements as set out in the NSW Office of Local Government guidelines, relevant professional standards and NSW Government policies
- Act as Internal Audit Coordinator, this involves providing overall strategic oversight of internal audit activities and acting as a forum to communicate between the ARIC, GM, ELT, internal and external audit functions.
- Monitor controls and risk management strategies, including determining the annual internal audit plan of high – medium risk activities, directing the outsourced internal audit function to perform audits and manage its performance.
- Support the ARIC in accordance with NSW Office of Local Government guidelines and manage the co-ordination of meetings, agendas and preparation of briefs, issuance of complete and timely meeting papers, taking and distribution of minutes and following-up actions from the meetings.

Risk Management

- Develop and maintain an Enterprise Risk Management (ERM) Framework that outlines the responsibilities and expectations on Council's risk owners and provide them the guidance required to identify, analyse, manage, review and report on risk within their area of responsibility.
- Oversee WHS Strategy, systems, processes and projects ensuring compliance with legislative and statutory obligations.
- Lead and coordinate the Workplace Health and Safety team to ensure the ongoing development, implementation and adherence to Council's Risk Management Framework, policies, procedures and strategies. This includes supporting training & development, understanding and accountability of risk management and compliance throughout the organisation.
- Lead protective security strategy and operations in line with NSW Government legislative requirements. Ensure the key risks associated with accessibility to Council sites, site safety and CCTV functions are managed effectively.
- Promote an organisational culture where safety is important and compliance and reporting is encouraged and supported.
- Facilitate the identification and assessment of Council's risks and ensure the creation and maintenance of a Risk Register which identifies high and significant project and operational risks.
- Develop and manage sound working relationships with Council's Insurance providers to ensure the process of claim management, policy renewals and incentives are managed effectively and efficiently to ensure the Council's Insurance function is managed.
- Provide direction and commitment to risk management principles as part of Council's management planning, decision making and the undertaking of operational activities.
- Apply and incorporate the ERM Framework into Council's operational activities and business planning processes.
- Work with Executives and relevant staff to identify and develop risk mitigation strategies to reduce the likelihood and impact of potential organisational and / or project risks.
- Oversee and manage Greater Hume Council events compliance and approval process for all events held in the Greater Hume Council Local Government Area. Ensuring that all events are reviewed in a timely manner and adhere to the Council's policies, procedures, risk management processes and stakeholder/legislative obligations.

Customer Relations, Libraries & Records Management

- Lead and oversee the Customer Relations team which includes library management to ensure a high level of customer service is delivered to the community and all organisational requirements are met. This includes overseeing Library Services, Youth Programs and other grant funded opportunities.
- In association with the Riverina Regional Library, champion library operations within the local community and lead the team to achieve high utilisation and membership of our library services throughout the Council area.
- Ensure all Council Customer Relations Service Centre's are open and operate during the required business hours and maintain a high level of presentation.
- Ensure all reporting obligations including, but not limited to monthly reporting, Council Reporting and financial reporting obligations.
- Interpret reports and data to ensure that Customer Relations Centre's are meeting the needs of all stakeholders.
- Adopt a continuous improvement approach and facilitate a culture where team members are supported to achieve high customer service standards.
- Lead and oversee the Records Management function for the Council. to ensure all internal and external correspondence is being managed in accordance with the legislative framework for Local Government and the requirements of the organisation.
- Attend functions, meetings and other required events to publicly represent Council.
- Prepare and deliver presentations internally and externally.
- Remain accountable, responsible, professional and transparent with communication of information.
- The Manager Governance & Risk will be required to coordinate and chair regular meetings.

Part 3 – Key Relationships

WHO	WHY
INTERNAL	
Council	Deliver advice and briefings alongside the Director & General Manager, ensuring consistent and coordinated communication on key governance matters.
Audit and Risk Committee	Present documentation, reports, statements, provide updates on risk mitigation and financial governance, and explain policy impacts.
Executive	Provide expert advice and support to respond to and deliver against strategic and business plans, agreed projects, and new initiatives.
Director	Receive guidance and instruction, clarification and advice, and report on progress against work plans, discuss future direction and identify emerging issues/risk and their implications and propose solutions.
Senior Management Team	Collaborate, plan, receive and provide advice.
Direct Reports	Support, guide and manage performance.
Indirect Reports	Direction and support.
Internal Stakeholders	Respond to queries, exchange information, and work collaboratively to resolve issues.
EXTERNAL	
Other Councils	Establish professional networks and relationships across NSW Government, share ideas and learnings, and collaborate on common responses to emerging and/or developing issues.
External auditors	Respond to queries, manage audit requirements, and facilitate

	external auditing, controls, and reporting practices.
Community	Gather and exchange relevant information. Resolve and provide solutions to issues, ensuring the Executive is apprised of emerging issues.
Vendors / Suppliers / Contractors / Consultants	Insurer, Statewide, StateCover, OLG, LGNSW, SafeWork, Consultants, Seek expert technical advice, gather and exchange relevant information and negotiate, collaborate and manage service delivery and performance targets.

Part 4 – Strategic Leadership Capabilities

People Leadership, Planning and Talent Development

Leads by example, modelling the organisation's values and behaviours. Builds and sustains a positive, inclusive, and high-performing team culture. Develops team capability through coaching, feedback, and performance development. Promotes wellbeing, psychological safety, and a culture of accountability. Contributes to workforce planning by identifying current and future capability needs. Supports recruitment, onboarding, and succession planning processes. Ensures the team structure and skills are aligned with strategic and operational priorities.

Strategic and Operational Delivery

Translates organisational strategy into clear team objectives and operational plans. Oversee the planning, delivery and reporting on services and initiatives within agreed scope, timeframes, and budgets. Apply sound judgement and decision-making to manage priorities, risks, and emerging issues.

Financial and Resource Management

Manages financial and physical resources effectively to support operational and strategic outcomes. Ensures responsible budget planning, monitoring, and reporting in line with organisational policies. Optimises resource allocation to deliver value and efficiency.

Stakeholder and Relationship Management and Engagement

Builds strong, collaborative relationships with internal and external stakeholders, including community, customers, councillors, and partners. Represents the organisation professionally and constructively, advocating for its role and value. Navigates complex political environments with sound judgment, responds to feedback respectfully and promptly, and ensures responsiveness to stakeholder needs, fostering trust and transparency.

Governance, Risk and Compliance

Ensures compliance with all relevant legislation, policies, and procedures. Promotes ethical conduct, integrity, and accountability in decision-making. Identifies and manages risks proactively, maintaining accurate records and reporting to support good governance.

Communication and Reporting

Communicates clearly and with influence across a range of audiences. Prepares and delivers reports, briefings, and presentations that support informed decision-making. Ensures succinct, timely and transparent communication within the team and across the organisation.

Change and Improvement

Leads and supports change initiatives that enhance organisational performance. Fosters a culture of innovation, adaptability, and continuous improvement. Use data, insights, and feedback to drive service enhancements and support evidence-based decision-making.

Workplace Health and Safety

Ensures a safe and healthy work environment by complying with OHS legislation and organisational procedures. Leads proactive mitigation, incident response and supports return-to-work processes. Embeds a proactive safety culture that prioritises wellbeing and risk prevention.

Digital and Systems Leadership

Champions the effective use of digital tools, systems, and data to improve service delivery and decision-making. Supports digital literacy and capability development within the team. Identifies opportunities for technology-enabled innovation and efficiency.

Part 5 – Award Skill Descriptors

Authority and Accountability

- Policy and procedures are readily available but the job holder is required to use judgment skills to choose the appropriate processes. Review, develop and update relevant policies and procedures. Unusual problems may be referred for clarity of policy or direction
- Decisions made by the job holder affect the work and activities of others within the Department
- Significant planning is required to assure the appropriate sequence of activities and co-ordination of resources

Judgement and Problem Solving

- Problems are solved by using research, analysis, and evaluation of information, which is often not readily available. Judgment is important, as there is often no right or wrong solution
- The job holder must evaluate a variety of issues in more complicated situations. Considerable and adaptive thinking will be required.

Management Skills

- The job holder is responsible for the direction and co-ordination of operations of a Department function within the Council
- The person initiates action in the following work areas:
 - Evaluating performance;
 - Approving overtime;
 - Recommending employees;
 - In collaboration with People & Culture manage employee complaints;
 - Make a recommendation for Disciplinary actions; and
- The job holder approves and makes final decisions in the following work areas:
 - Assigning work activities;
 - Coaching and advising;
 - Identifying training needs;
 - Authorising timesheets; and
 - Approving leave.

Interpersonal Skills

- This job requires written communication skills, which enable the job holder to write correspondence, reports, and submissions that require original sentence and paragraph construction and wording
- Responsible for resolving unusual, non-recurring inquiries or problems. May also be responsible for resolving disputes between customers
- Responsible for team building and team development
- This job requires communication skills, which enable the job holder to perform the following activities:
 - Exchange/explain information;
 - Explain situations;
 - Advise, recommend or counsel;
 - Train one-to-one;
 - Market, sell, persuade, influence;
 - Negotiate agreements;
 - Resolve conflict;
 - Counsel on problems;
 - Participate in meetings/group discussions;

- Conduct meetings/lead group discussions; and
- Make formal presentations or speeches.

Part 6 – Skills Qualifications and Experience

Essential Criteria for Appointment

Education

- A relevant tertiary qualification in a relevant area or other related discipline
- Substantial experience working in similar role at a senior level.

Experience

- Demonstrated applied knowledge of local government governance, risk and assurance frameworks.
- Excellent knowledge of governance and risk frameworks, ideally related to the NSW Local Government sector, including interpretation of legislation, legislation reforms, reporting, meeting and decision-making procedures, elections, policy and strategy development.
- Strong communication, stakeholder engagement and interpersonal skills with the ability to build productive working relationships and prepare high-quality reports, correspondence and governance documentation.
- Demonstrated ability to research, interpret and apply legislation, regulations and policy requirements, and translate complex information into practical outcomes.
- Well developed analytical, organisational and problem-solving skills, with the ability to manage competing priorities, work autonomously and consistently meet deadlines.
- A commitment to delivering excellent customer service, maintaining high standards of accuracy and achieving quality outcomes.
- Commitment to public sector ethics, EEO and WH&S principles.

Licences / Permits

- Current Class “C” drivers licence.
- A National Police Check (or ability to obtain).

Part 7 – RWHS Responsibilities Accountabilities and Authorities

If you are responsible, either permanently or in an acting capacity for the supervision of other employees, the following responsibilities, authorities and accountabilities set out hereunder form part of your position description in addition to those of employees.

Risk and WHS (RWHS) Responsibilities

- Set a high standard and provide leadership that progresses Council’s Risk and Work Health Safety (RWHS) Management System to achieve its stated objectives by encouraging the involvement of all people in achieving a safe and healthy workplace
- RWHS training for site specific needs
- Achieve set work RWHS objectives and develop plans to implement programs and procedures to ensure compliance with the relevant legislation and standards
- Provide the necessary resources, plant and equipment to ensure the highest standard of health and safety where appropriate, and within the budget made available by Council
- Ensure all plant, equipment and/or procedures used in the conduct of work are regularly inspected and tested to verify that they conform to standard, legislative requirements and/or specifications
- Promote and support rehabilitation in the workplace and identify and make available suitable duties for employees who are part of Council’s Return to Work Program
- Ensure RWHS is an agenda item at all team meetings

- Keep employees informed of RWHS matters
- Ensure corrective action is taken to control workplace hazards
- Investigate all incidents in accordance with Council's procedures and take appropriate action
- Ensure all equipment purchased meets Council's RWHS requirements and is maintained and inspected in accordance with Council's policies and procedures
- Assess risk associated with all hazards identified and ensure appropriate controls are implemented to eliminate or reduce the risks.

RWHS Accountabilities

- Implementing, monitoring and maintaining the Council's RWHS program
- Planning, identifying and providing site specific training to employees
- Providing transitional duties/employment for injured workers as an integral part of the return to work process
- Implementing corrective action to control workplace hazards.

RWHS Authorities

- To fix any problems/hazards within your scope of responsibility and financial delegation
- To immediately report any problem/hazards outside of your scope of responsibility or financial delegation to your Manager, Supervisor or Team Leader for immediate action
- Take such actions as required to ensure Council's RWHS Management Systems are followed and are part of the continuous improvement process.

Part 8 – Critical Physical Factors and Workplace Environment

Critical Physical Factors

The following Critical Physical Factors are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these Critical Physical Factors as an inherent requirement of their employment.

- Ability to lift 15kgs floor to shoulder height occasionally
- Ability to squat and kneel on one or both knees occasionally for periods of 5 minutes
- Ability to climb steps/stairs occasionally
- Capacity to stand for sustained periods
- Ability to occasionally push and manoeuvre loaded trolley containing office equipment and other materials
- Capacity to maintain fine hand and finger use during periods of sustained computer use
- Capacity to sit for sustained periods
- Ability to alternate between sitting and standing constantly

Part 9 – Miscellaneous

Delegations

- As per Delegations Register and as advised by the General Manager.

Special Conditions of Employment

- Provision of motor vehicle in accordance with Council's Vehicle Leaseback Agreement.
- Health Monitoring for the purposes of meeting legislative and procedural requirements must be undertaken periodically. These requirements may include, but are not limited to:
 - Pre-Employment (including urine screening for Alcohol & Other Drugs, Spirometry and Serology) and Exit-Employment Medicals;
 - Bi - Annual Audiometric (hearing) Testing;
 - Bi - Annual Skin Checks
 - Bi – Annual Hazardous Chemical Screening
- All positions within Council are subject to random saliva testing for Alcohol & Other Drugs (AOD) as per Council's AOD Policy
- This position has been identified as "child-related employment" under the Commission for Children and Young People Act 1998. Relevant criminal history and apprehended violence order checks, structured referee reports and prior employment checks, including relevant disciplinary proceedings will be conducted on recommended applicants
- It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. As an applicant for a child-related employment position, you will be required to make a disclosure as to whether you are a prohibited person, that is, someone who has been convicted of a serious sex offence.
- Health Monitoring for the purposes of meeting legislative and procedural requirements must be undertaken periodically. These requirements may include, but are not limited to:
 - Pre-Employment (including urine screening for Alcohol & Other Drugs, Spirometry and Serology) and Exit-Employment Medicals;
 - Bi - Annual Audiometric (hearing) Testing;
 - Bi - Annual Skin Checks
 - Bi – Annual Hazardous Chemical Screening