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Regional Offices
66 Gray St, Hamilton
15 Townsend St, Portland

POSITION DESCRIPTION

POSITION TITLE: Risk & Resilience Support Officer

SECTION: People & Resilience

EMPLOYMENT TYPE: Part Time Permanent

CLASSIFICATION: Band 5

LOCATION: Warrnambool

Date Approved: January 2018

Approving Officer: Branch Manager People & Resilience

POSITION OBJECTIVES

The primary responsibilities of this role are to provide system administration, training and development to support the continual improvement of the IMS software utilised across Wannon Water.

The Risk and Resilience team which operates within the People and Business Services Department has overall responsibility for the Integrated Management systems and responsibility for the Enterprise Risk Framework, Emergency Management and the Internal Auditing programme.

The Risk and Resilience officer undertakes a broad range of tasks under limited direction, and in close association with a range of employees, consultants and industry partners. The role also provides administrative support to the team.

The team is a crucial function and the role requires a high level of quality outputs and attention to detail.

KEY RESPONSIBILITIES & DUTIES

Responsible for the administration of the IMS software system and for the development and successful implementation, including development and delivery of training programmes.

To provide support in relation to Internal and External audits

Under limited direction develop and maintain a quality standard for Policies, procedures and reporting systems particularly with respect to IMS and Risk and Emergency Management.

To undertake internal audits as and when required

Provide general administrative support to the Risk & Resilience team, including assistance in planning, arranging, conducting and documenting meetings, workshops, audits, exercises and training sessions.

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Under limited direction of the Manager Risk and Resilience, and in consultation with the People & Wellbeing Branch, develop and deliver training programs to a range of employees in the use of the IMS software system and risk and emergency management.

Under limited direction, maintain contacts and appointments with a range of internal clients, consultants, contractors, industry partners and Regulatory agencies.

Ensure activities within area of responsibility are undertaken in accordance with safety legislation and the Occupational Health and Safety System of Wannon Water.

Prepare reports as required and carry out other duties within the Branch as directed from time to time.

ORGANISATIONAL RELATIONSHIPS

RESPONSIBLE TO:	Manager Risk and Resilience
INTERNAL LIAISONS	All employees
EXTERNAL LIAISONS	Various Consultants and Contractors, Industry Partners, Regulatory Agencies, Shareholder.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The primary role of the position is to provide direct support to the Manager Risk Services and support to the team members of the Risk and Resilience team.

Accountable for the quality of the information contained within and the effectiveness of the forms within the IMS software.

Accountable for the continual delivery of accurate and timely support services, especially regarding the priority of work to be undertaken to ensure that all directions from the Manager Risk and Resilience are carried out expeditiously.

The freedom to act is not limited simply by standards and procedures.

JUDGEMENT AND DECISION MAKING

The incumbent is to use their own initiative to achieve the key responsibilities.

All external correspondence required for the conduct of this position shall be signed by more senior employees in the Department.

Guidance and advice is usually available.

SPECIALIST SKILLS & KNOWLEDGE

Typically this position requires skills and knowledge in the application of standard procedures, practices and/or in the operation of typical office equipment.

The development of Technical expertise within an agreed period is mandatory for this role.

A high level of proficiency in a range of Corporate applications including Microsoft Office (Microsoft Excel, Word, VISIO and Power point) is required,

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A basic understanding of Records Management software is desirable.
An understanding of Integrated Management Systems is desirable.

An ability to develop and deliver training programs to a range of employees is necessary.

General knowledge of the Water Industry is desirable.

Well-developed public relations skills.

Ability to multi-task and proactively take on extra duties.

MANAGEMENT SKILLS

This position requires well developed skills in managing time, planning and organising one's work load to achieve the tasks in the most efficient way within resources available and within a set timetable.

An ability to work under limited direction will be required from time to time.

INTERPERSONAL SKILLS

The incumbent is expected to have skills in oral and written communication with clients, other employees and members of the public in the resolution of minor problems.

Attention to detail, process focussed and the ability to produce high quality outputs.

An ability to conduct training and manage the conduct of participants is important to ensure positive training outcomes are achieved.

QUALIFICATIONS & EXPERIENCE

Qualifications

Certificate IV in Workplace Training and Assessment desirable but
Qualifications in Management Systems auditing desirable

Work experience:

Demonstrated experience in administrative support to a team,
Experience in the maintenance of audited documentation of Policies, Procedures and Reporting Systems

Working Knowledge of:

Integrated Management Systems - Risk Management practices and frameworks
Business processes and work flows
Awareness of IT software system improvements.
Well-developed computer skills in business applications
Experience or understanding of Java script whilst not required would be desirable

Personal Attributes:

Independent, well developed communication skills, ability to work under limited direction, ability to contribute to a team.
Well-developed computing skills.

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See solutions rather than problems.
Questions status quo with emphasis on improving efficiency
Must hold a valid driver's license.

INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- ISO 9001, Quality management systems - Requirements
- ISO 14001, Environmental management systems - Specification with guidance for use
- AS/NZS 4801: 2001, Occupational health and safety management systems - Specification with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- Initiating recommending and providing solutions to Management.

OTHER INFORMATION

All successful applicants appointed to Wannon Water are subject to the following:

- Referee Check
- National Police Records Check
- Pre-employment medical assessment

Operational employees may also require vaccinations for Hepatitis A & B, a hearing test and a lung function test

Probationary Period

All successful applicants will be subject to a three month probationary period. This may be extended to six months if required.

Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

Policies and Procedures

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

"He or she shall not use the position for his or her personal gain or advantage, nor disclose any confidential information which may be acquired as a result of his or her employment by the Corporation".

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Wannon Water employees will demonstrate the values of Wannon Water being:

- **Think It!**
 - Be creative & innovative
 - Embrace change & new ideas
 - Show initiative
 - Rise to the challenge

- **Work It!**
 - Act today for tomorrow
 - Deliver & add value
 - Get on board & have fun
 - Listen, learn, share & grow

- **Own It!**
 - Follow through
 - Take responsibility
 - Walk the talk
 - Celebrate our successes

Intellectual Property and Records

All employees will be accountable and responsible in managing and protecting Wannon Water's intellectual property. Employees will be required to accurately capture and record accurate data in daily business activities and support any decisions made in the Records Management System.

Integrated Management System

Every employee has the right and obligation to continually improve the Integrated Management System and ensure its successful operation.

Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 4801 (AS/NZS 4801). These standards ensure that all employees are provided with a safe and healthy working environment and compliance is mandatory.

Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

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Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee	Manager
Name _____	Name _____
Signature _____	Signature _____
Date _____	Date _____