

Position Description

Position Details

Position Title	Risk and Resilience Officer
Employment type	Permanent Full Time
Pay Band	Band 4
Location	Mildura
Direct Reports	Nil
Reports to	Manager Risk and Resilience
Delegated Authority	Category G

Organisational Context

Lower Murray Water (LMW) is a large regional organisation servicing diverse communities stretching from Kerang to the South Australian border. A unique organisation, LMW operates both urban and rural water and wastewater businesses which support domestic and commercial customers from households through to large-scale irrigation operations.

As a leader within the region, LMW has established itself as a major contributor to enhancing regional prosperity, directly impacting social, environmental, and economic benefits.

We operate within a dynamic industry with significant challenges requiring an innovative, integrated, and strategic approach and our vision is to provide a healthy, sustainable water future underpinned by our culture of performance excellence and a close partnership with our employees, customers, and communities.

Our Values

LMW's Values have been developed by our people and set guidelines of how we will behave in the workplace.

Deliver – We strive to deliver the best service to our community and ensure they have secure and reliable water and waste management services.

Grow – We strive to continuously develop, learn, and grow both individually and as an organisation.

Respect – We celebrate uniqueness and provide an inclusive culture for all.

Collaborate – We are a collaborative workplace that provides a supportive, friendly working environment.

Safe Work Done Well – We promote a Safety culture which prioritises physical and mental health and wellbeing.

Position Summary

The Risk and Resilience Officer supports the business in navigating uncertainty, managing complex risks, and adapting to disruption events. This role assists in supporting a strong enterprise risk management, emergency management, business continuity, and cybersecurity culture. The Risk and Resilience Officer ensures a proactive approach to strategic and operational risk management and preparedness for emergencies.

Key Responsibilities

1. Coordinate and contribute to the development, review and implementation of key governance documentation including frameworks, strategies, and processes for enterprise risk management, emergency management, business continuity, and cybersecurity.
2. Develop and implement appropriate support services and tools that will enable enterprise risks to be identified, assessed, prioritised and documented in LMW's risk registers.
3. Provide guidance and support to all levels of the organisation, particularly enterprise risk managers, Executive Leadership Team (ELT), Senior Leadership Team (SLT) and Incident Management Team (IMT) members to enhance enterprise risk management and emergency management capabilities and practices across the organisation – especially during times of escalating risks or emergency incidents.
4. Lead and promote a culture of risk-informed decision-making that is aligned with LMW's strategic approach, and planning and monitoring frameworks.
5. Develop and implement internal training and awareness programs to support the increase in maturity and capability across the organisation in relation to enterprise risk and emergency management, and cybersecurity.
6. Refine and implement scenario testing and monitoring programs, including the delivery of an annual emergency management and business continuity testing exercise to fulfil LMW's legislative responsibilities.
7. Coordinate and contribute to key reporting requirements across emergency management, enterprise risk management, business continuity planning and cybersecurity as required.
8. Work holistically and in collaboration with teams across the organisation and external stakeholders to achieve key organisational priorities.
9. Comply with all applicable occupational and safety (OH&S) laws, regulations and policies, as well as environmental protection laws and policies, and support continuous improvement initiatives that contribute to these areas.
10. Support the development and management of budgets related to risk and emergency management initiatives.

Key Behaviours

Professionalism: Maintaining a positive attitude, being punctual and reliable, showing empathy and understanding in our interactions and respectful, and following workplace policies and procedures.

Integrity and honesty: Being open and transparent when making decisions, giving honest and supported advice, exercising power in a fair and reasonable way and addressing unacceptable behaviours in the workplace

Collaboration and cooperation: Actively participate in teamwork, sharing ideas and working together towards shared goals and objectives.

Inclusivity and diversity: Valuing and respecting diversity, treating everyone with fairness and equality, promoting an inclusive and welcoming environment.

Coaching others: assist, challenge and encourage others by sharing knowledge, skills and/or experience to help individuals improve performance and achieve goals

Skills and Experience

- Qualifications in risk management, emergency management or a relevant field, or demonstrated experience in a similar role.
- Desirable - Certification in an Incident Management Team role or relevant emergency management training (or the willingness to obtain this certification).
- Experience and knowledge in managing stakeholder relationships across a diverse and geographically diverse organisation.
- Demonstrated experience in developing capability and maturity utilising strategic problem solving, training, governance, and project management skills.
- The ability to work as part of a team to achieve broader organisational goals and objectives, both strategic and operational.
- Ability to work independently, solution and results focused, self-directed.
- Strong stakeholder management skills.
- Excellent presentation, interpersonal, communication and influencing skills and the ability to create trust and confidence with internal and external customers.

Compliance Requirements

- Driver's Licence
- Working with Children check
- Criminal background check
- Confirmation of fitness for work

Signatures: We certify that the content of this position description is accurate:

Position Holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: