

Position Description

POSITION TITLE: Risk and Resilience Officer	REPORTS TO: Manager Risk and Resilience
Pay Band: Band 4	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide urban water and wastewater services; river quality water for irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
PRIMARY OBJECTIVES	
<p>The Risk and Resilience Officer supports the business in navigating uncertainty, managing complex risks, and adapting to disruption events. This role assists in implementing the enterprise risk management, emergency management, business continuity planning, and cybersecurity programs. The Risk and Resilience Officer ensures a proactive approach to strategic and operational risk management and preparedness for emergencies.</p> <p>Following the amalgamation of the enterprise risk management, emergency management, business continuity planning and cybersecurity functions into the one team, the Risk and Resilience Officer will support the Manager Risk and Resilience in leading the design, delivery, enablement, and performance of a fit-for-purpose program that builds the capabilities of the organisation to enable a proactive approach to strategic and operational risk management and to ensure preparedness for response in the event of an emergency. In this critical role, the Risk and Resilience officer may be called upon to provide support and guidance to the organisation when risks escalate, or emergency incidents arise (ie an Incident Management Team is initiated).</p> <p>The Risk and Resilience Officer will support teams across the organisation who have responsibilities in managing LMW’s enterprise risks or who have a direct influence in preparing the business to navigate emergency incidents, complexity and disruption events. This role will play a key role in supporting a strong risk and resilience culture and will lead the provision of comprehensive risk and emergency management training and key risk reporting as well as the development and review of core risk and emergency governance documentation (including contingency plans, cybersecurity measures and emergency management frameworks and systems) to ensure internal and external legislative and compliance obligations are met and most critical risks are mitigated and resolved by the appropriate organisation stakeholders.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> • Coordinate and contribute to the development and review of key governance documentation including frameworks, strategies, and processes for enterprise risk management, emergency management, business continuity, and cybersecurity. • Develop and implement appropriate support services that will enable enterprise risks to be identified, assessed, prioritised and documented in LMW’s risk registers. • 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. • Lead and promote a culture of risk-informed decision-making that is aligned with LMW’s strategic planning and monitoring frameworks. • Development of internal training programs to support the increase in maturity and capability across the organisation in relation to enterprise risk and emergency management and cybersecurity. • Work holistically and in collaboration with teams across the organisation to achieve key organisational priorities. 	<ul style="list-style-type: none"> • New governance documentation is developed, reviewed and communicated to the organisation with support from the Communications & Change team. • Tools and systems to support stakeholders are developed and used widely to ensure risks are being managed appropriately. • Proactive and reactive support is provided to the organisation regarding enterprise risk management, emergency management and cybersecurity, and in particular senior leaders, risk owners and members of the IMT. • Effective collaboration with key stakeholders internally and externally to support the development and maturity of LMW’s awareness and requirement for a strong risk culture. • Key governance documentation and culture is validated and tested annually (emergency exercises and business continuity plan). • Leadership and active participation in increasing organisational risk and resilience maturity through delivery of identified support services, training and continuous improvement enhancements is received positively.
Customer	<p>Internal</p> <ul style="list-style-type: none"> • General Manager Strategy & Partnerships • Manager Risk & Resilience • Broader Strategy & Partnerships team • Enterprise Risk Managers • Members of the Incident Management Team • All Staff 	<ul style="list-style-type: none"> • Positive feedback from internal and external stakeholders. • Active participation in enterprise risk management, emergency management and cybersecurity initiatives across the water industry and networks. • Demonstrated improvement as a result of implementation of key Risk and Resilience priorities and continuous improvement initiatives.

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> Board and Committee members <p>External</p> <ul style="list-style-type: none"> Government agencies and departments (DEECA) Consultants and Auditors engaged by LMW Industry networks and Special Interest Groups Service Providers Water Corporations Emergency Services and local agencies 	
Safety	<ul style="list-style-type: none"> Develop and implement an emergency management testing and monitoring program, including the delivery of an annual emergency management and business continuity testing exercise within agreed budget to fulfil responsibility under the Statement of Obligations. Maintain LMW's readiness to escalate, respond and recover from incidents and emergencies such as extreme weather events, pandemics, cyber security threats and other situations which have the potential to significantly impact LMW's operations. Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment, and discrimination. Ensuring a safety-first culture is developed in partnership with the Executive team and broader organisation. Participate in organisational surveys to measure the Safety culture and employee engagement levels of the organisation. 	<ul style="list-style-type: none"> Emergency management requirements as per the Statement of Obligations are met annually. Activities within area of responsibility are undertaken in accordance with safety legislation and the Occupational Health and Safety System of LMW. Support is provided to LMW departments and Incident Management teams in conducting major incident investigations. Demonstrated awareness and contribution to the safety of workplace participants through following LMW policies and procedures - A safe workplace where risk is managed to provide a safe environment to all workplace participants. Improvement actions identified in safety inspections such as hazards or risks are rectified within the recommended timeframes. Support and contribute to a psychologically safe place to work as demonstrated by an absence of mental health related workers compensation claims.

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Environment	<ul style="list-style-type: none"> Support LMW in providing an environmentally friendly workplace by building the understanding and capability for the appropriate risk managers to best manage risks associated with pollution and waste. Support the continuous improvement and compliance of LMW with environmental legislation and contribute to the development of risk management systems related to environmental safety. 	<ul style="list-style-type: none"> Support and participation in initiatives that educate the organisation and reduce the risk of harm to human health or the environment from pollution or waste, so far as reasonably practicable / resources and delegation. Use and maintenance of plant, equipment, processes and systems in a manner that minimises risks from pollution and waste. Use and maintenance of risk management systems. The handling, storage and transportation of substances in a manner that minimises risk. Completion of training and transfer of knowledge relevant to upholding the General Environmental Duty.
Efficiency	<ul style="list-style-type: none"> Develop and implement systems that enable risk managers to best identify, assess, prioritise and document enterprise risks across the organisation. Support the auditing, review, and continuous improvement of risk and emergency management systems. Contribute to the development, review and implementation of key enterprise risk management, emergency management and cybersecurity governance documentation and reporting. Coordinate key reporting requirements across emergency management, enterprise risk management, business continuity planning and cybersecurity with the support of key stakeholders. 	<ul style="list-style-type: none"> Demonstrated improvement within identified continuous improvement initiatives relating to enterprise risk management and emergency management systems and frameworks. Accurate and timely preparation of governance documentation and reports.
Capital	<ul style="list-style-type: none"> Support the development and management of budgets related to risk and emergency management initiatives. Support procurement processes and contractor management for risk and resilience projects. 	<ul style="list-style-type: none"> Adherence to budgetary requirements and organisational requirements regarding procurement processes. Effective management of contractor and supplier services related to risk and resilience.

LEVEL OF AUTHORITY
Delegation Category G as per the current Instrument of Delegation.
NUMBER OF REPORTS
Direct Reports: 0
SKILLS AND BACKGROUND REQUIREMENTS
<p>Formal qualifications:</p> <ul style="list-style-type: none"> • Qualifications in risk management, emergency management or a relevant field, or demonstrated experience in a similar role. <p>Desirable:</p> <ul style="list-style-type: none"> • Certification in an Incident Management Team role or relevant emergency management training. <p>Leadership:</p> <ul style="list-style-type: none"> • Experience and knowledge in managing stakeholder relationships across a diverse and geographically diverse organisation. • Demonstrated experience and knowledge of enterprise risk management and/or emergency management. • Demonstrated experience in developing capability and maturity utilising strategic problem solving, training, governance, and project management skills. <p>Customer:</p> <ul style="list-style-type: none"> • Experience in working across and demonstrating strong professional relationships at all levels of an organisation. • Ability to liaise with stakeholders and influence people of a diverse range of backgrounds. • Ability to develop and sustain partnerships across Government, the private sector and community. <p>Safety:</p> <ul style="list-style-type: none"> • Understanding of safety management systems and/or experience in emergency risk assessments. • Demonstrated experience and understanding and fostering a safety-first culture. • An understanding of the importance of physical and psychological safety in the workplace. <p>Environment:</p> <ul style="list-style-type: none"> • Knowledge or awareness of climate change, sustainability, or environmental management as it pertains to enterprise risk management. • Ability to gain an understanding in whole of business operations and contribute to mitigating risks relating to changing environmental conditions.

