

### Position Description

<b>POSITION TITLE:</b> Governance Officer	<b>REPORTS TO:</b> Team Leader Corporate Services
<b>Classification:</b> 3	
<b>ORGANISATIONAL CONTEXT</b>	
<p>Lower Murray Water operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and 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>	
<b>PRIMARY OBJECTIVES</b>	
<p>Sitting within the Corporate Services department, the Governance Officer role is an integral part of the Corporate Services Team which exists to ensure that Lower Murray Water's policy, compliance, and governance frameworks are integrated across the business providing assurance to the Board and the Executive Team.</p> <p>As the Governance Officer you will provide a high level of governance advice and support to key stakeholders, ensuring that the appropriate systems and processes are in place to support legislative and regulatory compliance, while fostering a culture of good governance throughout the organisation.</p> <p>The key objectives of the role are:</p> <ul style="list-style-type: none"> <li>• To provide a high level of support for the governance and policy management services to all staff.</li> <li>• Assist with the development, implementation and monitoring of Lower Murray Water's governance systems including governance, policy, and compliance management frameworks.</li> <li>• Support the requirements and practice of a good governance culture throughout the organisation through updating systems, education, understanding, and capacity building.</li> <li>• Contribute informed governance and administrative support and reporting to the Board, Board Sub-Committees and management.</li> <li>• Assist the Team Leader Corporate Services with statutory and regulatory reporting requirements of Lower Murray Water including but not limited to Annual Report, Corporate Plan, Attestation, and other performance reporting.</li> <li>• Assist the Team Leader Corporate Services and Manager Corporate Services to implement new governance templates, and systems of reporting.</li> </ul>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
<b>Leadership</b>	<ul style="list-style-type: none"> <li>Promotion and role modelling of a good governance culture by embedding governance discussions into normal business practices.</li> <li>Support teams with timely and effective governance practices in accordance with corporate governance and compliance timeframes.</li> <li>Represent Lower Murray Water at government forums and working groups relating to corporate governance and bring learnings back to the team for continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate staff information sessions on governance related matters, increasing employee awareness in this area.</li> <li>Policy and governance services are positively recognised as a support function within the organisation.</li> <li>Identifying and progressing opportunities for improvement to aspire to best-practice standards.</li> </ul>
<b>Customer</b>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>Team Leader Corporate Services with assistance to implement governance across the organisation.</li> <li>Manager Corporate Services with assistance regarding corporate reporting requirements.</li> <li>All staff regarding the implementation of governance, and utilising resources available to them to contribute to best practice.</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>Government agencies and departments (e.g. DEECA) regarding governance and reporting requirements.</li> <li>Consultants and contractors (e.g. external auditors) regarding governance and reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in challenging and complex discussions, while maintaining a consistent experience for stakeholders.</li> <li>Stakeholder understanding of Lower Murray Water's corporate governance processes is improved, evidenced by staff adhering to new changes.</li> <li>Appropriate and timely advice is sought and provided to stakeholders when requested.</li> <li>Demonstrated support of Team Leader Corporate Services and peers within the broader Business Services Division.</li> </ul>

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<b>Safety</b>	<ul style="list-style-type: none"> <li>Ensure compliance with all relevant OHS regulatory requirements and implement, promote and maintain Lower Murray Water's OHS policies, procedures, training programs and initiatives.</li> <li>Participate in organisational surveys to measure the safety culture and employee engagement levels of the organisation.</li> <li>Ensure that Lower Murray Water provides a safe workplace that is free from harm from all forms of bullying, harassment, and discrimination.</li> </ul>	<ul style="list-style-type: none"> <li>All assigned actions under the organisation's Health and Safety Strategy are implemented, monitored and maintained.</li> <li>Improvement in employee engagement and safety culture survey results is achieved through the effective implementation of recommended actions.</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Contribute to Lower Murray Water providing an environmentally friendly workplace.</li> <li>Demonstrate and comply with the General Environmental Duty (GED) in accordance with Part 3.2 of the Environment Protection Act 2017 (Act) by integrating risk management into normal business practice.</li> <li>Compliance with the Act, Lower Murray Water policies and procedures as required to support best practice.</li> </ul>	<ul style="list-style-type: none"> <li>Minimising the risk of harm to human health or the environment from pollution or waste by minimising those risks, so far as reasonably practicable / resources and delegation.</li> <li>Use and maintenance of plant, equipment, processes and systems in a manner that minimises risks from pollution and waste.</li> <li>Use and maintenance of risk management systems.</li> <li>The handling, storage and transportation of substances in a manner that minimises risk.</li> <li>Completion of training and transfer of knowledge relevant to upholding the General Environmental Duty.</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>Ensure compliance with, and adherence to, all legislative requirements and business practices.</li> <li>Support, review, and implement processes that enable the efficient preparation and presentation of reports.</li> <li>Support and contribute to the development, maintenance and review of the systems and frameworks that support continuous improvement, and the embedding of a strong governance culture.</li> <li>Support the development and implementation of ongoing training and engagement with internal staff on policy development and good governance practices.</li> </ul>	<ul style="list-style-type: none"> <li>Reports are provided on time to the quality required.</li> <li>Support the effective implementation of relevant Frameworks in alignment with teamwork plan and seeks to continually improve the quality and effectiveness of systems that relate to governance within the organisation.</li> <li>Assist with the development and maintenance of the corporate training calendar and correlating material/guidelines is developed and implemented across the organisation.</li> </ul>

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	<ul style="list-style-type: none"> <li>Identify risks and controls to ensure the achievement of best practice quality outcomes and support a strong governance culture.</li> <li>Support use of innovation and technology to enhance the effective management of governance and compliance activities including the management of controlled documents.</li> <li>Assist with maintaining and improving Corporate Services controlled documents.</li> <li>Support the development and standardisation of organisational policies, procedures, and related documentation in alignment with the Policy Framework, which reflects best practice, and meets state and national standards and legislative requirements.</li> <li>Understand and familiarise Lower Murray Water's policies with commitment to ensuring they are implemented by self and others to foster a good governance culture.</li> <li>Review and enhance policy management systems to improve quality and increase timely revision of controlled documents.</li> </ul>	<ul style="list-style-type: none"> <li>Contribution is made to assessing, evaluating, and implementing new technology that supports the effective management of governance and compliance activities.</li> <li>Duties and tasks are undertaken accurately and in a timely and responsive manner.</li> <li>Development and implementation of a policy, procedure, and controlled document schedule to ensure standardised policies and procedures across the organisation.</li> <li>Staff are well informed of the requirements to manage the development and review of policies, procedures, and controlled documents.</li> <li>Quality control processes are applied to organisation-wide policies, procedures, and controlled documentation.</li> </ul>
<b>Capital</b>	<ul style="list-style-type: none"> <li>Implement and monitor governance systems which will assist the infrastructure and service delivery teams.</li> <li>Support the business to ensure compliance and reduce risks of legislative breaches.</li> </ul>	<ul style="list-style-type: none"> <li>Support stronger governance culture across the organisation.</li> </ul>

LEVEL OF AUTHORITY
Delegation Category <b>G</b> as per the current Instrument of Delegation.
NUMBER OF REPORTS
Direct Reports: Nil Indirect Reports: Nil
SKILLS AND BACKGROUND REQUIREMENTS
<p><b>Formal qualifications:</b></p> <ul style="list-style-type: none"> <li>• Post-secondary or tertiary studies in business administration or risk management and/or several years' experience in government administration and/or risk management</li> <li>• Previous experience and practical knowledge of regulated and legislative environments.</li> </ul> <p><b>Leadership:</b></p> <ul style="list-style-type: none"> <li>• Ability to work independently, solution and results focused, self-directed and work as part of a small team.</li> <li>• Ability to deliver multiple initiatives/projects simultaneously and autonomously with a sense of urgency.</li> <li>• Support other teams with any governance or compliance activities as required.</li> </ul> <p><b>Customer:</b></p> <ul style="list-style-type: none"> <li>• Ability to influence, motivate and negotiate with others to accomplish an objective</li> <li>• Excellent interpersonal skills with the experience in building strong relationships with internal and external customers and providers.</li> <li>• Have a high level of written and oral communication skills, with strong attention to detail.</li> </ul> <p><b>Safety:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience and understanding of a safety-first culture.</li> </ul> <p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>• Sufficient knowledge of provisions under <i>Environment Protection Act 2017</i> as these apply to the role.</li> </ul> <p><b>Efficiency:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability to implement and monitor good governance processes in a highly regulated and/or legislated context.</li> <li>• Ability to coordinate and participate in Corporate Services activities and support the Team Leader Corporate Services.</li> <li>• Demonstrated ability to work independently and take ownership to resolve factors that may influence the delivery of service in a timely and accurate manner.</li> <li>• Ability to manage timelines, set priorities, plan, and organise own workload to meet specific timeframes and allocated tasks within a changing workplace environment.</li> </ul> <p><b>Compliance Requirements:</b></p>

- Compliance with criminal background checks.
- 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: