

	Position description
Position title	Manager Organisational Risk
Fixed term contract or EBA	Fixed term contract
Status	Fixed term, full-time
Classification and remuneration (Remuneration EBA only)	Non EBA
Hours of work	38 hours 5 days per week
Region	North
Primary location	Fawkner – you may be required to provide support across the different GMCT sites from time to time to support business continuity.
Date PD adopted	June 2023

Our organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. We recognise that our industry sector is not immune to change and is being shaped by a number of trends. We are in a strong position to respond to these trends and require a workforce that is agile, resilient and up for change and innovation.

Our purpose

We care for the living by taking care of moments that matter.

Our vision

Lasting memories, peaceful places

Our mission

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

Our Strategic Plan 2022 – 2024

Our strategic plan serves to articulate a commitment to our team and our stakeholders, to ensure we consistently strive to deliver beyond expectations, challenge perceptions of the industry, improve our service offering, and work with our communities. Our aspirational road map for the next three years will see GMCT focus on four fundamental pillars: Past, Present, Future and Support and Leadership.

Past	Present	Future
<ul style="list-style-type: none"> › We maintain our sites in perpetuity at standards that balance community expectations and financial sustainability › We will identify and rectify gaps or errors in historical records where appropriate 	<ul style="list-style-type: none"> › We ensure that 'moments that matter' in service delivery and design meet community expectations › We have the right people, processes, and systems in place to manage operational risks › We strengthen our relationships with the families we serve 	<ul style="list-style-type: none"> › We engage with our communities for data and insights to serve communities of the future › We provide products and services for Victoria's diverse communities when and where they're needed › We embrace research and partnerships that enhance community value
<p style="text-align: center;">Support and Leadership</p> <ul style="list-style-type: none"> › We invest appropriately in people, processes, and systems to support our culture and fulfil our purpose › We continually adapt to meet evolving community needs through business improvement initiatives › We support the sector and Class B cemeteries 		

These priority areas will underpin and inform initiatives and decision making over the next three years and ensure we are focused, transparent and accountable, while also allowing GMCT room to respond to new opportunities, challenges and changing needs and expectations.

Our values

Our values are a description of the way we see the world and what is most important to us. They are the principles that guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.



Whenever our support is needed, we are ready to be there, responding with sensitivity and kindness.

We respect the rights, traditions and beliefs of every individual, family, community, and culture we work with.

We have courage to hold ourselves to account, and recognise our individual and collective responsibility for ethical, honest, and considered conduct.

Our cemeteries and memorial parks have been here for generations, and will be here for generations to come.

We consider every situation to be unique and strive to understand the needs of customers and colleagues so we can put them at the heart of everything we do.

We respect, support and recognise our colleagues so we can empower one another to do the same for the communities we serve.

We hold ourselves and each other to the highest standards of professionalism and compliance.

We use our resources wisely, plan effectively, and look after our environment and ourselves to ensure that GMCT contributes to a more sustainable future.

1. Position organisational relationships

The Manager Organisational Risk will form part of the Finance directorate.

Accountable to:	Chief Financial Officer
Supervises:	Risk Management Business Partner, Risk, Claims & Incidents Officer
Internal Liaisons:	GMCT Trust, GMCT Audit & Risk Management Committee (ARMC), Chief Executive Officer, Executive Team, Leadership group Supervisors & staff
External Liaisons:	Department of Health, other state government departments, Internal auditors, Lawyers, Suppliers, Insurers

2. Position context

The Manager Organisational Risk will be accountable for the following:

- Leading a contemporary, integrated organisational approach to risk management and compliance at GMCT
- Developing a clear and effective understanding and practice amongst GMCT staff in relation to risk management and compliance
- Ensuring a high standard of reporting and analysis for stakeholders including the GMCT Audit and Risk Management Committee, and the Executive Team.
- Ensuring that GMCT's approach to risk management has strong correlation and alignment to the Victorian Government Risk Management Framework (VGRMF)
- Managing GMCT's relationship with the Victorian Managed Insurance Authority
- Managing GMCT's relationship with the internal auditors (Protiviti).

3. Position objectives

The Manager Organisational Risk engages with key stakeholders to support the organisation in effectively identifying, managing, monitoring, and reporting on risks.

The role works collaboratively with internal stakeholders to manage our enterprise risk and assurance associated with projects. This supports the organisation to implement a strategic approach to effectively manage risk and positively influence GMCT's performance.

The role requires a "strategic doer" who can establish efficient, pragmatic, real-world solutions that effectively manage risk within a sound strategic framework. It also needs an inquiring mind-set that can apply a forensic approach to investigations as required. Undertaking other duties in the best interests of the organisation within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Key responsibilities

The Manager Organisational Risk is responsible for:

- Work with stakeholders to develop coordinated risk and assurance plans, by applying a Three Lines of Defence methodology.
- Liaise with the internal auditors and the Executive Team to develop annual and three-year internal audit plans for approval by the ARMC.

- Execute the elements of the risk and assurance plans, including facilitating risk identification and assessment workshops with stakeholders and completing second line assurance activities.
- Manage the GMCT risk registers and the process for risk owners to update and report on risks in the registers.
- Oversee the implementation and operation of a cloud-based risk management software solution.
- Analyse, interpret and communicate risk and control insights (e.g. from incident and assurance information analysis) to the business to assist in developing targeted risk treatment strategies to improve the risk and control environment.
- Manage insurance claims relating to public liability, professional indemnity, industrial special risks, directors and officers liability, and personal accident.
- Provide risk oversight and a coordinated approach to enterprise planning for Emergency Management, Business Resilience and Continuity, and Crisis Management, and facilitate drills and exercises to test these plans.
- Support the functioning of the GMCT Emergency Planning Committee.
- Drive a risk management culture and support a continual uplift in risk awareness and understanding through development and delivery of targeted training and awareness materials.
- Undertake investigations of any risk and compliance related issues as directed by the CEO or the Chief Financial Officer.
- As the GMCT Fraud Control Officer, investigate any instances of fraud or corruption
- Provide an effective relationship of risk and compliance with other related GMCT functions such as internal audit, health and safety, and security.
- Liaise with key professional service providers to GMCT including internal auditors, lawyers and insurers.
- Support the Chief Financial Officer in the management and operation of the Directorate.
- Participate as a member of the GMCT Leadership Team in the overall leadership and development of the organisation.
- Routinely review and recommend updates to policies and procedures managed by the Risk Team.

5. Key capabilities

Essential capabilities	
Capability	Proficiency level
<p>Profession specific – Knowledge, skills and experience that are required for non-industry professions</p> <ul style="list-style-type: none"> • Highly developed knowledge, understanding and application of this capability • Can apply knowledge outside the scope of own role • Is able to coach or teach others on this capability • Has a long-term perspective • Helps develop materials and resources in this capability area 	Advanced
<p>Accountability and results focus – Plans effectively and takes accountability for behaviour and results</p> <ul style="list-style-type: none"> • Articulates the what, why, how and when of the GMCT strategy to helps others to understand it 	Advanced

<ul style="list-style-type: none"> • Develops team objectives, roles and responsibilities in line with overall GMCT objectives, and with clear timelines and measures of success Supports team to plan, manage and prioritise workloads to effectively and consistently deliver on individual and team objectives to expected standards and in the right way at the right time • Drives a culture of high performance within team • Develops plans according to customer/stakeholder requirements and GMCT context, and effects the key drivers that deliver on the strategic objectives • Regularly reviews plans and performance, and revises according to risks or impacts • Communicates regularly with team members regarding GMCT progress and updates, and ensures all team members understand the impact of their role and responsibilities on the broader business • Holds team to account for their behaviour and results • Role models accountability, and accepts / owns the responsibility for decisions, actions and behaviour of self and team 	
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<p>Communicating with influence – Engages and inspires others through clear, timely, accurate and persuasive communication</p> <ul style="list-style-type: none"> • Generates interest in complex ideas and concepts • Builds support by taking time to consult and educate others • Respectfully influences and challenges stakeholder opinions and decisions • Uses storytelling effectively to meaningfully convey key messages and influence decision making • Communicates regularly with clarity, transparency and relativity to lead the involvement of all team members in team and project initiatives, ensuring ownership and engagement with desired objectives • Embraces and leads courageous conversations • Coaches others to identify and adjust communication approach and styles according to audience needs 	Advanced
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<p>Collaboration – Builds and maintains positive relationships to enhance productivity and increase customer satisfaction</p> <ul style="list-style-type: none"> • Initiates and maintains networks to enable the achievement of business objectives • Builds and maintains positive, productive relationships with key stakeholders to influence their strategy and decision making processes • Seeks and values diverse contributions, experiences and ideas of others • Utilises the expertise of the wider GMCT team to ensure the best outcome is achieved • Looks for opportunities to facilitate collaboration between others 	Advanced
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<ul style="list-style-type: none"> • Role models teamwork and collaboration 	
<p>Innovation – Actively seeks out to create and take advantage of opportunities to improve business performance and the customer experience</p> <ul style="list-style-type: none"> • Takes a broad view when analysing complex and ambiguous situations • Recognises patterns and draws linkages between ambiguous data or situations • Reads the situation well and knows when to allow time to work through complexity and when to move quickly on decisions or solutions • Uses innovative thinking during decision making and planning, by applying learning from industry research and/or knowledge and experience gained from working outside of GMCT • Plans for the future whilst balancing the need to be agile today • Adopts an open-minded approach to maximise opportunities whilst minimising and mitigating risk • Encourages and supports team to take measured risks to implement new initiatives and approaches to deliver growth • Coaches and develops the innovative thinking and approach in others • Creates a supportive environment for generating and testing creative and innovative ideas 	<p>Advanced</p>
<p>Leadership – Provides direction and purpose, and empowers, motivates and inspires others to achieve their potential</p> <ul style="list-style-type: none"> • Actively leads team to high performance through coaching, mentoring and development activities • Inspires others by setting and clearly communicating strategy to drive team members to achieve personal and team objectives • Allocates resources and delegates tasks / projects in a way that supports and stretches team members to achieve desired individual and team outcomes • Rewards and recognises team and individual successes • Motivates team members by linking individual and team work to the achievement of GMCT objectives • Empowers team members to develop their capability and careers • Demonstrates courage by taking on tough challenges and leading through change • Coaches others to be leaders • Adapts leadership style to get the most out of individuals and teams • Models GMCT Values, and creates an environment of excitement and energy that drives high performance • Aligns workforce planning and team capabilities to serve our communities and deliver on our key organisational initiatives 	<p>Advanced</p>

****PLEASE NOTE: The key capabilities will be further explored in the interview process***

6. Qualification, Relevant Skills and Experience

Qualifications and experience

- Risk management and assurance experience.
- Experience in applying new and emerging approaches to risk management that provide a coordinated, integrated and contemporary approach for the enterprise.
- Experience in engaging and partnering with a wide range of business stakeholders including directors/boards, executives, management and front-line staff.
- A solid foundation in risk management including a sound understanding of risk management principles, standards and processes (an understanding of ISO 31000 and VGRMF frameworks is preferable).
- Experience in developing and executing a critical control approach to risk assurance, including a risk-based approach to scoping assurance activities, developing risk and control test plans and executing field-based testing.
- Assisting to facilitate operational risk assessment workshops with a wide range of stakeholders and incorporating insights from assurance and incidents into risk profile.
- Experience in delivering a proactive approach to business engagement and a hands-on operational focus.
- Experience in preparing and presenting board papers.
- Experience in implementing and using cloud-based risk management software solutions.
- Internal audit experience (desirable).
- Qualifications in business, law, governance, risk and/or compliance.

Skills / abilities

- High level administrative skills and experience.
- Excellent oral/written communication and interpersonal team skills.
- Proven ability to work independently as well as part of a team.
- Maintain integrity, trust and confidentiality and use sound judgement at all times.
- High-level problem-solving skills.
- Excellent attention to detail.

Other requirements

Technical skills

- Intermediate IT skills and experience
- Current Driver's licence

7. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position. All selection criteria are essential.

- Risk management and assurance experience
- Experience in applying new and emerging approaches to risk management that provide a coordinated, integrated and contemporary approach for the enterprise

- Experience in engaging and partnering with a wide range of business stakeholders including directors/boards, executives, management and front-line staff
- A solid foundation in risk management including a sound understanding of risk management principles, standards and processes (an understanding of ISO 31000 and VGRMF frameworks is preferable)
- Experience in developing and executing a critical control approach to risk assurance, including a risk-based approach to scoping assurance activities, developing risk and control test plans and executing field-based testing.

8. Relevant physical requirements

Requirements	Frequency of occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Weights and forces					
Lifting from floor to waist (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting at waist height (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting waist to above shoulder (<5 kg per item)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pushing (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pulling (trolley weighing up to 50kg)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Moving equipment and/or furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding or supporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Whole body and lower limb movement					
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff encouraged to alternate sit/stand for
Sitting - at desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sitting – vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – whilst carrying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking – on uneven ground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing – stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climbing - ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving – passenger vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer – desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Computer - laptop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Upper body and upper limb movement					
Reach - forward (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach - side (>30cm from body)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reach – above shoulder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gripping or grabbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending neck - looking up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Bending neck - looking down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Rotating neck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - forward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bending spine - backward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Twisting spine to side	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Writing with pen or pencil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Typing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Requirements	Frequency of Occurrence (Check box where appropriate)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Sensory					
Hearing – holding direct conversation and telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hearing – alarms, signals, disturbance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read printed material, signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual – read computer screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Visual - driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other					

9. Declaration

A medical examination is required to ensure that you are placed in a position in which the duties required are safely within your capacity.

You are required under Section 41 of the Workplace Injury Rehabilitation and Compensation Act 2013 (“the Act”) to disclose all pre-existing injuries or diseases suffered by yourself and which you are aware may be affected by the nature of the proposed employment. The failure to disclose, or make a false or misleading disclosure, of a pre-existing injury or disease means that any recurrence, aggravation, acceleration, exacerbation and deterioration of the pre-existing injury or disease as a result of employment with Greater Metropolitan Cemeteries Trust does not entitle you to compensation under the Act.

I have read and understood the requirements of this role and declare that I am able to perform the inherent requirements of the role outlined within.

Manager Organisational Risk

Signature

Print Name

Date