Manager – Risk, Compliance and Quality

Reports to:	Chief Financial Officer
Number of Direct Reports:	1
Service/Team:	Corporate Services
Date:	April 2021

SDN Purpose and Values

SDN Children's Services (SDN) is a for-purpose, not for profit organisation that started in 1905. We're here to promote and enhance children's wellbeing, learning and development and we do that for children from birth to their transition to high school through early learning services, children's therapies and family support programs. We believe that every person and every living thing has inherent worth and is owed respect and care. We commit ourselves to being trustworthy and reliable, inclusive and respectful and creative and innovative.

SDN formally acknowledges the unique position of Aboriginal and Torres Strait Islander peoples as the First Australians and custodians of the land.

Purpose of Service/Team

To build robust, customer centric business systems and processes. The Corporate Services team brings together finance, property, technology, risk, compliance, quality management and user focussed design to partner with service delivery in developing lean, effective, compliant and responsive solutions.

Primary Objective

Review, and where required develop, governance frameworks including risk, compliance, business continuity, quality management which are fit for purpose and, designed to control risk and prevent or minimise losses incurred as a result of any risk.

Key Accountabilities

Risk, Compliance and Quality

- Review and further embed risk management framework across the business, including the development of a compliance framework

- Monitor the performance of SDN's Risk Management Framework to ensure the effective management of risk across all areas of the business and make recommendations for improvement based on monitoring outcomes
- Collaborate with business stakeholders to develop, improve and test risk controls and mitigations activities
- Foster and promote a culture of continuous improvement across all areas of the business
- Provide ongoing information, communication and training to ensure all staff develop knowledge, skills and competencies in risk and compliance
- Actively manage compliance, risk and quality related projects
- Monitor the regulatory environment as it relates to compliance and risk and provide advice on appropriate and timely actions to address proposed changes
- Provide support for and reporting to the Board's Risk and Compliance Committee and Senior Leadership Team
- Develop auditing procedures and performance measures to assist the achievement of business risk objectives
- Conduct, manage and co-ordinate the audit process and liaise with internal and external auditors where required
- Develop and manage the production of relevant audit and compliance reports for business units, management, board and regulators
- Protect the confidentiality of customers and staff during the management of incidents and complaints
- Provision of risk and compliance advice to the business
- Responsible for risk management and reporting systems informed by legislation and SDN's policies and procedures
- Perform any other duties as requested by your manager consistent with the position.

Child Safety

- Demonstrate awareness of and commitment to maintaining a child safe organisational culture
- Accept and maintain responsibility for the ongoing safety and wellbeing of children and vulnerable people
- Identify and respond to all child safety and wellbeing risks and concerns according to SDN's policies and procedures
- Adhere to SDN's Child Safe Organisation Code of Conduct.

Work, Health and Safety

- Comply with SDN's requirements in relation to WHS & Injury Management activities and responsibilities
- Identify and report WHS issues, where evident, in processes and/or systems
- Report accident and/or incident information promptly to the RTW/WHS Consultant
- Coordinate staff training for the Risk and Compliance team and disseminate information with regards to WHS & Injury Management practices, policies and procedures.

Working Relationships

- Model good working relationships and/or behaviours at all times
- Understand and comply with SDN's policies on good working relationships
- Exercise a zero tolerance for discrimination, harassment, victimisation, bullying or other inappropriate workplace behaviours

- Report incidents of discrimination, harassment, victimisation, bullying or other inappropriate workplace behaviours
- Communicate effectively and be able to negotiate with respect and consideration for the views of others.

Selection Criteria

- At least 5 years' experience in a related role, preferably in a not-for-profit organisation
- Understanding of and ability to apply and implement key governance standards, i.e. ISO31000 – Risk Management, ISO9001 – Quality Management Systems, ISO223401 – Business Continuity and ISO19600 – Compliance Management Systems
- Degree or diploma in a discipline relevant to risk management or equivalent (desired)
- Ability to be pragmatic and solutions-focused in a proactive, can-do approach, and open to new ideas and experiences
- Excellent organisational skills with a very high level of attention to detail
- Broad knowledge and practical experience in management of enterprise risk
- Proven experience in project managing the implementation of regulatory change
- Demonstrated ability to communicate effectively in both verbal and written forms with the Board and Executive Team
- Experience in conducting internal audits and/or reviews
- Strong analytical skills
- Excellent stakeholder engagement and relationship management skills with strong interpersonal and communications skills with the ability to engage with a diverse range of people within a culturally diverse community
- Working with Children's Check and National Police Check.

Competencies

Level 5

Championing SDN

- Takes responsibility for the whole team's understanding of the SDN philosophy, vision, mission and values.

Achieving Results

- Empowers the team to use own judgment and take decisions.
- Takes ownership for the team's performance and accountability.

Developing Self

- Leads by example in their management behaviours.

Seeking, accepting and giving feedback

- Initiates regular feedback conversations, develops a feedback mechanism and encourages open and honest feedback within the team.

Communicating and influencing

- Uses management communication processes effectivey, manages conflicts between people and exerts a positive influence over the whole team.

Relationship Management

- Adapts management style to ensure productive relationships with others.
- Forges new external relationships which benefit SDN.

Prioritising, planning and organising

- Works with individuals in the team to identify, prioritise and review their objectives and plans and manages the team's workload.

Innovating, adapting to and managing change

- Nurtures independent thinking in the team to grow their critical thinking and solution focus.

Managing, empowering, and developing others

- Sets high standards for individuals and the team, provides overall direction and supports them to ensure they are achieved.

Providing strategic direction and vision

- Successfully leads the implementation of strategies and plans.

IT and Systems

- Intermediate – high competence in Microsoft packages and role related systems.

Outputs

- All reports including Board & Management reports are accurate and meets required timeframes
- Documented and implemented Compliance and Quality Frameworks
- Reviewed and updated risk and business continuity frameworks
- Risk and compliance related projects are implemented within required timeframes and budget constraints.

Acknowledgment

Employee Name (please print)	Signature of Employee	Date signed
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Manager Name (please print)	Signature of Manager	Date signed
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