



POSITION TITLE	Risk and Assurance Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024-2027 - Band 7
DIRECTORATE	Community and Corporate
BUSINESS UNIT	Business Services
REPORTS TO	Manager Governance, Performance and Engagement
SUPERVISES	Nil
EMPLOYMENT STATUS	Full Time
DATE	
EMPLOYEE NAME	
LAST REVIEWED	June 2025

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

Supports the delivery of risk, assurance, and governance functions to ensure Wodonga Council meets its statutory obligations. Coordinates internal audit, insurance, and business continuity programs, prepares reports, and provides expert advice to staff and management. Contributes to a proactive governance culture by facilitating training, leading committee support functions, and maintaining compliance frameworks across the organisation.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

Key accountabilities and duties include:

- Maintains and monitors the Risk Management Framework and its implementation.
- Coordinates enterprise risk and internal audit frameworks to build organisational resilience and ensure regulatory compliance.
- Manages the Audit and Risk Committee's operations, including agenda development, reporting, logistics, and liaison with senior stakeholders.
- Coordinates the development and testing of and implementation of the Business Continuity Plan. Supports the maintenance of policy governance systems, statutory registers and reporting obligations (, under the guidance of the Governance Officer.
- Coordinates and delivers training and risk awareness activities organisation wide..
- Coordinates the administration of Council's insurance activities, including inwards and outwards claims, annual renewal activities, and risk based recommendations to leadership.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Exercises high-level judgement in managing complex and sensitive governance, risk, and assurance matters.
- Interprets and applies legislation to develop solutions that mitigate risk and improve governance maturity.
- Operates with autonomy in planning and delivering programs and escalates only where issues are highly sensitive or strategic.
- Makes decisions that impact service delivery, risk exposure, and Council's legal compliance.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrates deep knowledge of enterprise risk, corporate governance, internal audit, and compliance frameworks within a government context.
- Applies strategic thinking to policy design, risk mitigation, assurance programs, and audit oversight.
- Interprets and applies complex legislative instruments such as the Local Government Act 2020, Privacy and Data Protection Act, and others.
- Leads assurance reporting and risk maturity improvement projects aligned with sector best practices and using appropriate software applications.

MANAGEMENT SKILLS

- Leads small-scale governance projects or working groups and coordinates inputs from cross-functional teams.
- Prioritises competing programs and maintains oversight across audits, claims, policies, and committee logistics.
- Promotes a cross-organisational culture of accountability, high standards, and continuous improvement within risk and governance functions.
- Operates with minimal supervision and mentors' others in applying governance principles and frameworks.

INTERPERSONAL SKILLS

- Builds and maintains influential relationships with internal leaders, committee members, auditors, insurers, regulators and members of the public.
- Communicates confidently and clearly through reports, training, stakeholder briefings, and presentations.
- Motivates and develops employees to build capability, enhance performance, and support professional growth.

- Negotiates effectively and respectfully in managing competing governance priorities and sensitive matters.
- Maintains confidentiality, discretion, and professionalism in all dealings.

INFORMATION TECHNOLOGY SKILLS

- Demonstrates advanced proficiency in Microsoft 365 applications and information management systems to complete tasks efficiently.
- Uses information management systems effectively to manage records, support compliance, and enable efficient access to organisational data.
- Maintains accurate records and ensures data integrity across systems.
- Learns new digital tools and systems to support evolving organisational requirements.

CUSTOMER SERVICE SKILLS

- Provides timely, accurate, and professional advice to staff, managers, and external partners.
- Educates others on risk and governance best practices to support informed decision-making.
- Builds confidence and trust in governance processes through consistent follow-through and transparency.
- Models equity, inclusivity, and respect in all interactions.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in public administration, business, law, commerce, governance, risk management, or a related field (or working towards); substantial experience in a governance, risk, or compliance role — preferably within local government
- Experience coordinating internal audit programs, risk register maintenance, policy coordination, and/or compliance tracking
- Strong written and verbal communication skills, with the ability to work collaboratively, manage confidential information appropriately, and engage professionally with stakeholders
- Demonstrated ability to organise tasks, manage competing priorities, and meet deadlines in a structured work environment
- Advanced information technology skills, with sound knowledge and experience in using Microsoft 365 applications (including Word, Excel, PowerPoint, SharePoint, One Drive, Outlook and Teams) and other specialised information systems, such as organisational risk and information management systems

LICENCES AND MANDATORY REQUIREMENTS

- A current driver's licence and evidence of eligibility to work in Australia must be provided prior to commencement.
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult, challenging, or uncomfortable conversations
- Meeting performance expectations
- Working in a professional capacity within the work environment
- Being willing and able to adapt to change quickly
- Demonstrating resilience under pressure, and in changing and challenging circumstances

KEY SELECTION CRITERIA

1. Relevant qualifications and demonstrated experience and knowledge in risk, assurance, and/or compliance: Tertiary qualification in risk management, governance, business, law, business (accounting), or a related field, and/or a minimum of two years' relevant experience in a risk management, governance, auditing or similar role
2. Proven ability to apply risk management principles, including the development, implementation, and review of policies, frameworks, and business continuity plans within a local government or similar environment
3. Strong analytical, problem-solving, and decision-making skills: Ability to assess complex information, identify and evaluate risks, make sound recommendations, and support continuous improvement in risk practices
4. Excellent communication and interpersonal skills: Well-developed verbal and written communication skills, with the ability to provide expert advice, prepare and present clear reports, and foster cooperation and engagement with staff, management, and external stakeholders
5. Organisational and project coordination skills: Demonstrated capability to plan, prioritise, and organise work both independently and in collaboration with others, manage competing demands, and coordinate projects or audits to meet deadlines and organisational objectives

6. Demonstrated commitment to ongoing professional development and learning, with a proactive approach to building knowledge and skills relevant to the role.
7. Advanced information technology, typing, and minute-taking skills: Highly developed typing skills and advanced proficiency in Microsoft 365 applications, (including Word, Excel, PowerPoint, SharePoint, OneDrive, Outlook, and Teams), with a demonstrated capability in using specialised systems such as organisational risk and information management platforms.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.		

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus

Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
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People Development

Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
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Manage Health and Wellbeing

Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
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Safety and Risk Management

Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures
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ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Governance Officer	Development, implementation and maintenance of appropriate systems of corporate governance. Assisting the Mayor/Councillors and the Executive Management Team in the performance of their corporate responsibilities.	<ul style="list-style-type: none"> Capacity to sit for up to 2 hours Capacity to stand and walk intermittently throughout the day Capacity to reach between ground and shoulder height Hand grip and dexterity Capacity to carry up to 10 kg over 5 meters – carrying chairs when assisting to set up for meetings Capacity to push/pull tables when helping to set up for meetings Kneeling / squatting to ground level occasionally Liaison with internal staff of all levels Use of computer and relevant IT systems Use of printer and photocopier Time management skills Record keeping and reporting Provide high level and strategic advice and assistance to the Mayor, Councillors, CEO and other internal clients of matters of corporate governance 	Sitting				X
			Standing		X		
			Walking		X		
			Lifting < 10kgs	X			
			Carrying up to 10kg		X		
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending		X		
			Twisting		X		
			Squatting	X			
			Kneeling	X			
			Reaching		X		
			Fine motor				X
			Neck postures				X
			Accepting instructions				X
			Providing instructions/advice				X
			Sustained concentration				X
			Major decision making				X
			Complex problem solving				X
Supervision of others				X			
Interaction with others				X			
Exposure to confrontation			X				

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
			Respond to change				X
			Prioritisation				X