



POSITION TITLE	Risk and Assurance Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024-2027 - Band 6
DIRECTORATE	Community and Corporate
BUSINESS UNIT	Business Services
REPORTS TO	Manager Business Services
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 Wodonga Council's risk, assurance, and governance functions to meet statutory and regulatory obligations. Coordinates internal audit, insurance, and business continuity activities and contributes to the maintenance of governance frameworks across the organisation. Prepares reports, supports training delivery, and assists with compliance monitoring to strengthen organisational risk awareness and governance culture.

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

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Key accountabilities and duties include:

- Coordinates internal audit activities by supporting scheduling, logistics, and documentation under established frameworks.
- Maintains Council's insurance register and supports claims processing and liaison with insurers to aid risk management.
- Assists in the development and review of the Business Continuity Plan and coordinates implementation during disruptions.
- Supports governance processes, including maintaining legal registers and assisting with statutory reporting obligations (e.g. FOI, privacy, protected disclosures).
- Prepares agendas, minutes, and supporting materials for the Audit and Risk Committee and provides logistical support.
- Delivers presentations or briefings on routine risk and governance topics to promote awareness across teams.
- Provides informed input on risk, assurance, or compliance matters within the boundaries of role expectations, escalating complex issues as needed.
- Prepares accurate reports, templates, and documentation that support governance processes and decision-making by others.

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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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

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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

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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

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- Applies sound judgement to complete tasks in accordance with legislation, policies, and procedures.
- Identifies and resolves routine governance or risk issues; seeks advice where matters are complex or sensitive.
- Assesses risks in consultation with colleagues and provides input into improving controls or processes.
- Works independently on set programs and escalates issues as required.

## SPECIALIST KNOWLEDGE AND SKILLS

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- Applies working knowledge of local government legislation, risk frameworks, and audit processes.
- Maintains systems and records related to governance, insurance, and business continuity.
- Contributes to policy reviews and compliance tracking through research and documentation.
- Prepares reports and training materials that support risk awareness and compliance.

## MANAGEMENT SKILLS

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- Plans and manages own workload to meet agreed priorities and deadlines.
- Supports delivery of small projects and governance-related initiatives.
- Maintains records, systems, and processes to ensure data accuracy and legislative compliance.
- Seeks input or guidance when priorities shift or when interpreting policy or procedural requirements.

## INTERPERSONAL SKILLS

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- Builds effective working relationships with staff, insurers, auditors, and other stakeholders.
- Communicates clearly in writing and in person, including through presentations or training delivery.
- Maintains confidentiality and professionalism when handling sensitive or confidential information.
- Collaborates respectfully and productively across teams to support a cohesive governance approach.

## INFORMATION TECHNOLOGY SKILLS

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- Highly skilled in using Microsoft 365 applications and information systems to complete tasks efficiently.
- Maintains digital records and supports data integrity across systems.
- Uses information management systems effectively to manage records, support compliance, and enable efficient access to organisational data.
- Adapts to new systems and tools that improve efficiency and compliance.

#### CUSTOMER SERVICE SKILLS

- Responds professionally to enquiries related to risk, audit, or governance responsibilities.
- Provides accurate and timely information and follows through on commitments.
- Contributes to a positive and inclusive customer experience, escalating complex queries as needed.
- Supports others by sharing knowledge of governance processes and procedures.

#### 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); and/or several years' experience in a risk, governance, or auditing role—preferably in local government.
- Experience in supporting internal audits, maintaining risk registers, supporting policy governance, and/or managing insurance claims and processes.
- Strong written and verbal communication skills with the ability to prepare clear reports, work collaboratively, and manage confidential information.
- Well-developed organisational and administrative skills, including the ability to meet deadlines and manage competing demands.
- Proficiency with Microsoft 365 applications and governance or compliance systems.

#### LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- 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

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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

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1. Relevant qualifications and demonstrated experience and knowledge in risk, assurance and governance: Tertiary qualification in risk management, governance, business, law, business (accounting), commerce, 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 and governance 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 and governance 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. Proficient 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. Must be skilled in preparing accurate, clear, and professional meeting minutes, with a strong understanding of governance protocols and attention to detail in documenting discussions and actions.

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Staff member signature

# People and performance framework

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

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

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

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

Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> <li>• Understands council vision and purpose and how their role fits in</li> <li>• Is willing to adapt to changing processes, systems, technology and environments</li> <li>• Looks for improvements and better ways of doing things</li> <li>• Seeks support and clarification when required</li> </ul>
People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> <li>• Displays council values</li> <li>• Reflects upon own performance</li> <li>• Seeks and acts upon feedback</li> <li>• Sets goals for personal and professional development</li> <li>• Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>• Takes responsibility for own work and meeting job requirements</li> </ul>
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritising of tasks</li> <li>• Is aware of, controls and expresses their own emotions appropriately</li> <li>• Recognises when support is needed</li> <li>• Accepts responsibility for their own actions and outcomes</li> <li>• Is aware of the importance of self-care</li> </ul>
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> <li>• Remains vigilant in ensuring a safe working environment for self and others</li> <li>• Is aware of risk and takes action to prevent problems</li> <li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>• Understands the importance of honesty and transparency</li> <li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>• Complies with policies and procedures</li> </ul>

## 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"> <li>Capacity to sit for up to 2 hours</li> <li>Capacity to stand and walk intermittently throughout the day</li> <li>Capacity to reach between ground and shoulder height</li> <li>Hand grip and dexterity</li> <li>Capacity to carry up to 10 kg over 5 meters – carrying chairs when assisting to set up for meetings</li> <li>Capacity to push/pull tables when helping to set up for meetings</li> <li>Kneeling / squatting to ground level occasionally</li> <li>Liaison with internal staff of all levels</li> <li>Use of computer and relevant IT systems</li> <li>Use of printer and photocopier</li> <li>Time management skills</li> <li>Record keeping and reporting</li> <li>Provide high level and strategic advice and assistance to the Mayor, Councillors, CEO and other internal clients of matters of corporate governance</li> </ul>	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