

Role Description

Manager Governance and Risk



Cluster	NSW Department of Premier and Cabinet
Agency	Australian Museum
Division/Branch/Unit	Corporate Services
Location	Sydney
Classification/Grade/Band	Clerk Grade 11/12
Kind of Employment	Ongoing
ANZSCO Code	511112
PCAT Code	2119192
Role No	51001918
Date of Approval	October 2020
Agency Website	www.australian.museum

Agency Overview

The Australian Museum (AM) operates within the NSW Department of Premier and Cabinet. The AM is the first museum in Australia and was founded in 1827. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 21 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite. The AM's vision is to be a leading voice for the richness of life, the earth, and culture in Australia and the Pacific.

The AM mission is: *To ignite wonder, inspire debate and drive change.*

The AM vision is: *To be a leading voice for the richness of life, the Earth and culture in Australia and the Pacific. We commit to transform the conversation around climate change, the environment and wildlife conservation; be a strong advocate for First Nations' culture; and continue to develop world-leading science, collections, exhibitions and education programs.*

For more information, visit the [website](#).

Primary purpose of the role

Lead the development and ongoing operation of organisational governance and risk assessment frameworks and foster a risk aware organisational culture that supports performance improvement through innovation, governance and best practice.

Key accountabilities

- Lead and coordinate the implementation of the risk management and governance frameworks consistent with NSW Government frameworks.

- Lead the monitoring and reporting on the implementation and outcomes of risk and governance frameworks across the AM, including the Corporate Strategic Plan (CSP).
- Lead the development and delivery of specific governance and risk assessment services, including development, administration, and oversight of policy.
- Provide timely, expert, strategic advice on directions, issues, trends and options relating to governance and risk and their relationship to the work undertaken by the AM.
- Lead the systematic application of risk management processes for the identification, analysis, assessment, treatment, and monitoring of risk in policies, programs and processes.
- Develop organisational capabilities, share lessons learnt and support skill development and training initiatives to adequately equip staff with resources relating to governance and risk management.
- Deliver expert advice and information to stakeholders on emerging governance issues, negotiate and manage stakeholder relationships, presenting recommendations to achieve good governance and risk management as well as support project delivery in line with established plans, budgets, timeframes, policy objectives and other project priorities.

Key challenges

- Developing and managing the governance and risk frameworks that meet obligations arising from legislative, NSW Government policy, and other commitments.
- Leading change to improve and streamline service delivery through improved performance management tied to risk and governance to ensure effective education of strategic priorities and programs.
- Promoting risk management awareness and knowledge, with associated performance monitoring in a geographically dispersed organisation.

Key relationships

Who	Why
Internal	
Director of Corporate Services & CFO	<ul style="list-style-type: none"> • Receive guidance and provide regular updates and reports on assigned tasks and provide advice on escalating issues. • Ensure work is aligned with current priorities. • Provide advice to guide the development and implementation of a fit for purpose evaluation framework. • Identify, discuss and plan for emerging issues and negotiate outcomes
Executive, senior management and key staff	<ul style="list-style-type: none"> • Develop and maintain effective networks to provide and/or seek expert advice, support and assistance in governance and risk management. • Build capacity and capability to ascertain pertinent, accurate and relevant information to inform business decisions and track progress of implementation. • Share and transfer specialist knowledge, expertise and skills with colleagues and key stakeholders • Manage, coordinate and oversight best practice governance
Team members	<ul style="list-style-type: none"> • Manage, guide, support, coach and mentor team members • Lead discussions and decisions regarding key aspects on risk assessment and governance frameworks

Internal stakeholders	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication to liaise, consult, engage and/or participate on risk based and governance frameworks for implementation
External	
Government agencies, industry groups and professional associations	<ul style="list-style-type: none"> Develop and maintain effective and strategic working relationships and open channels of communication to facilitate engagement, liaison, consultation and/or participation in the development of risk based and governance frameworks. Convene as required, inform and participate working groups and advisory committees to assist the work of the organisation to ensure a cohesive approach is undertaken within the Division as it relates to risk and governance
Internal auditors and other external risk experts	<ul style="list-style-type: none"> Leverage expert advice to drive better business outcomes through world class risk management.

Role dimension

Decision making

This role:

- has autonomy in the delivery of projects and activities and makes day to day decisions in relation to prioritising activities and maximising the utilisation of assigned resources.
- Refers to the Director of Corporate Services & CFO on decisions that involve a change to programs and strategic objectives, or which require a higher delegation or approval.

Reporting line

Director of Corporate Services & CFO

Direct reports

Three direct reports:

- Procurement Manager
- Records Management Officer
- Policy officer

Essential Requirements

As the successful candidate, you will have:

- Appropriate tertiary qualifications or equivalent, relevant professional experience and training in one of the following areas: legal practice, audit, risk management, or governance.

Knowledge & Experience

To be successful in this role you will have the following:

- Be a highly motivated governance or risk professional with a strong ability to lead, negotiate and provide effective solutions.
- Exceptional communication and stakeholder engagement skills with the ability to effectively monitor your own workload to ensure competing priorities are balanced and delivered within tight timeframes.
- A sound understanding or the ability to quickly gain a working knowledge of government processes and legislation will be highly regarded.

- Knowledge and experience in order to deliver the Key Accountabilities and perform to the Focus Capabilities outlined in this Role Description



Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework


Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict 	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Seek and apply the expertise of key individuals to achieve organisational outcomes Drive a culture of achievement and acknowledge input from others Determine how outcomes will be measured and guide others on evaluation methods Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control business unit output to ensure government outcomes are achieved within budgets Progress organisational priorities and ensure that resources are acquired and used effectively 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Plan and Prioritise</p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda Ensure business plan goals are clear and appropriate and include contingency provisions Monitor the progress of initiatives and make necessary adjustments Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately Consider the implications of a wide range of complex issues and shift business priorities when necessary Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning 	Advanced
	<p>Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that own actions and those of others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety Conduct and report on quality control audits Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects 	Adept
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way Monitor and report on team performance in line with established performance development frameworks 	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept