

Position Description

Job Title	Senior Manager, Risk, Governance and Compliance
Level	OP7
Team	Risk, Governance and Compliance
Job Type	Permanent – Full -time
Reporting Relationship	Chief Operating and Financial Officer (COFO)
Location	Holder or other Communities at Work location as required

About Us

Communities at Work is the largest provider of children’s services and one of the leading not-for-profit organisations in the ACT region, with a proud history of serving the local community since the 1980s. Our mission is to build resilient, sustainable, and socially inclusive communities by delivering high-quality early education, care, and a wide range of community services.

People are at the heart of everything we do, and our programs go above and beyond to support positive educational outcomes, provide a helping hand in times of need, and enhance quality of life for all.

Our people centric approach and strong community values make Communities at Work a rewarding and meaningful place to work.

Values

Our Values comprise of:

- **Compassion** – We treat others with respect, dignity, kindness and empathy
- **Quality** – We deliver high-quality programs and services that meet stakeholder expectations, pursuing excellence in every aspect of our operations
- **Collaboration** – We work together and with partners to meet community needs
- **Learning** – We are committed to lifelong learning opportunities for our community and workforce
- **Safety** – We believe that every person deserves to work, learn and interact in an environment free from harm, where their physical, psychological and cultural safety is protected.

Position Statement

The Senior Manager Risk, Governance and Compliance (RGC) ensures that Communities at Work complies with all legislative requirements, and has robust systems for managing risks, corporate governance and compliance across all services including Community Services, Education and Children’s Services.

The role is responsible for strategic leadership of the organisation’s Risk, Governance and Compliance (RGC) functions, ensuring systems are in place to support risk mitigation, regulatory compliance, quality assurance, and continuous improvement across all programs and services.

The role will liaise with relevant stakeholders to oversee the corporate governance frameworks to identify and mitigate risks, ensure the organisation is sufficiently protected with insurances and to ensure a high standard of care and services are provided to both workers and clients.

The role will also oversee the coordination of the organisation's quality management system, including the organisational policies and procedure's integrity, incident investigations and management of risk information and reporting.

Duties and Responsibilities

Position Specific

Leadership & Strategic Direction

- Provide strategic leadership for the organisation's Risk, Governance and Compliance (RGC) function, ensuring alignment with organisational priorities and strategic objectives.
- Partner with the Executive Leadership Team to embed a strong culture of accountability, risk awareness and continuous improvement.
- Provide expert advice to Executive and senior leaders on risk exposure, governance matters and compliance obligations.
- Develop strong internal and external stakeholder relationships that support effective governance outcomes.
- Work with the CEO (Chief Executive Officer) and Chief Financial officer (CFO) to ensure the organisation has appropriate level of insurances.
- Collaborate with the CEO and CFO to oversee internal auditing processes.

Enterprise Risk Management

- Lead the development, implementation and ongoing maturity of the organisation's enterprise risk management framework.
- Oversee enterprise risk identification, assessment, monitoring and reporting processes across all service areas.
- Ensure risk registers, treatment plans and mitigation strategies are maintained and aligned to organisational priorities.
- Provide regular assurance reporting to Executive and relevant governance committees on key and emerging risks.
- Support business continuity planning and organisational resilience initiatives.

Governance & Compliance Oversight

- Ensure governance frameworks and practices support legislative compliance, regulatory obligations and organisational accountability.
- Coordinate governance reporting and support governance committees as required.
- Oversee compliance monitoring frameworks and support responses to non-compliance, investigations and corrective actions.

- Collaborate with Executive leadership to ensure appropriate insurance governance and risk coverage arrangements.

Quality Management & Assurance

- Provide strategic oversight of the organisation's Quality Management System (QMS) to ensure policies, procedures and standards remain current and effective.
- Ensure organisational policies and procedures align with legislation, regulation and best practice.
- Lead internal assurance and audit activities, ensuring findings are translated into practical improvement actions.
- Promote a culture of continuous improvement across all services.

Specialist Advice & Support Systems

- Fostering a culture of risk awareness and accountability by developing guidance, advice, and training to organisational staff to ensure compliance with policies, processes & systems and an understanding of the Communities at Work Risk framework.
- Maintaining up to date knowledge of relevant legislation and regulatory changes.
- Working collaboratively with risk owners (Executive and Directors) and specialist roles to manage due diligence for risk assessments and monitoring treatment plans.

Work Health & Safety (WHS)

- Provide strategic oversight of WHS governance frameworks, injury management and workers compensation systems.
- Monitor organisational safety performance and ensure Executive visibility of key risks and trends.
- Support the integration of WHS risk management within broader enterprise risk framework.
- Other duties as directed

Workplace Compliance

- Promotes and supports the Communities at Work Purpose & Mission
- Acts professionally and represents Communities at Work at all times
- Maintains a commitment to quality outcomes and ensures policies and procedures are upheld
- Complies with WHS guidelines, due diligence, and duty of care responsibilities (Executive roles only)
- Maintains appropriate professional codes of ethics and work standards
- Complies with Cyber Security and Privacy policies
- Demonstrates a sound working knowledge of relevant legislation and regulations
- Ensures all employees have the WHS capability needed to do their jobs safely
- Contributes expertise to achieve outcomes
- Participates and cooperates with internal and external audit requirements

- Anticipates and responds to changes in client needs, manages expectations, and provides courteous, professional service
- Complies with Mandatory Reporting and Reportable Conduct requirements.

Team Work

- Builds and sustains positive relationships with team members, clients, and key stakeholders
- Works collaboratively and is an effective team member, fostering teamwork and rewarding cooperative behaviour
- Provides support and mentoring to new staff, and ongoing training and coaching for existing team members
- Brings people together, encourages input, and motivates engagement in continuous learning
- Understands and responds to different communication styles, treating people with respect and courtesy
- Identifies learning opportunities and delivers or receives constructive feedback as required.

Selection Criteria

Essential

- Tertiary qualifications in Risk Management, Governance, Compliance, Work Health & Safety, or a related field or equivalent professional experience.
- Proven experience in risk, governance, compliance and quality improvement, with demonstrated experience overseeing internal audit or assurance activities.
- Knowledge of corporate insurance requirements.
- Skilled in identifying and managing risks, ensuring compliance, and implementing policies.
- Excellent communication and engagement skills for reporting to and engaging with diverse stakeholders
- Experience within the sector (charitable, not for profit organisations)
- Deep understanding of legislative and compliance requirements of the Education, NDIS, Community and Children's Services sectors
- Relevant experience or understanding of management systems for WHS and injury management.
- Maintain current "Working with Vulnerable People" registration

Desirable

- Current drivers licence

I have read and understood the position statement, duties & responsibilities and expectations set forth in the position description provided for the position.			
Acknowledgment by the incumbent:			
Signature:		Date	