

Head of Enterprise Risk

Reports to	Director Finance, Risk and Governance
Direct Reports	Purchasing Policy and Compliance Manager, Modern Slavery Risk Manager and Risk and Compliance Analyst
Band Level	Band 6, HPV Enterprise Agreement 2018

Position Summary

The Head of Enterprise Risk will have responsibility for:

- Leading the implementation and continuous improvement of enterprise risk management across the organisation.
- Providing oversight of the incident management function, supporting business directorates to effectively manage and respond to business impacts or minor disruptions.
- Maintaining and strengthening business continuity management to ensure the organisation can appropriately respond to major business disruptions.
- Ensuring that HSV appropriately fulfills its legislated functions under subparagraphs 131(d) and (g) of the *Health Services Act 1988* (Vic) (the Act) related to the monitoring of health service compliance to Purchasing Policies and HSV Directions.
- Providing oversight of the external policy framework, including the Health Purchasing Policies and CPU Purchasing Policy.
- Providing oversight of the sector response to the reporting requirements under the *Modern Slavery Act 2018* (Cth), with a focus on assessing and addressing modern slavery risk in health service supply chains and operations.

This role is supported by the Purchasing Policy and Compliance Manager, Modern Slavery Risk Manager and Risk and Compliance Analyst.

Specific Duties and Responsibilities

Enterprise Risk Management

- Manage HSV's enterprise risk management framework, ensuring consistency with ISO31000:2018 Risk management - Guidelines and business objectives.
- Fulfill the Victorian Government Risk Management Framework and annual risk attestation requirements.
- Apply specialist knowledge in supporting employees and business functions to appropriately identify, evaluate, manage and monitor enterprise risk in accordance with the organisation's risk appetite and risk tolerances.
- Oversee the management of the organisation's enterprise risk register to ensure the provision of timely, clear and relevant information for risk management.

- Develop and implement continual improvement initiatives which further advance the organisation's risk maturity.
- Facilitate risk workshops which encourage active participation and engagement on risk management.
- Implement positive risk culture initiatives, such as the Risk Champion network.
- Manage the relationship with the HSV insurer (VMIA) to support best practice risk management functions.
- Develop processes and maintain systems that support the HSV Risk Management Framework.
- Assist with proposed risk reviews facilitated via internal, external audit or other third parties.
- Provide written reports on enterprise risk management to the ELT, Audit and Risk Committee and Board.

Incident Management

- Develop and maintain incident management processes and procedures.
- Develop and implement change management initiatives to embed strong incident management processes within the organisation.
- Support the timely response and management of reported incidents, including escalation processes.
- Liaise with senior management and the Executive Leadership Team (ELT) as required.
- Implement and maintain the Incident Management module (risk management software).
- Foster a continuous improvement methodology for incident management.
- Provide written reports on incident management to the ELT, Audit and Risk Committee and Board.

Business Continuity Management (BCM)

- Maintain the organisation's Business Continuity Plan (BCP) and Crisis Management Plan, including required review and amendment processes.
- Arrange the implementation of annual activation testing of the BCP.
- Adopt a continuous improvement methodology for the organisation's BCM.
- Maintain the BCM module (risk management software).
- Participate as an alternate member of the Crisis and Emergency Management Team.
- Provide written reports to the ELT, Audit and Risk Committee and Board as required.

Purchasing Policy Management and Compliance Framework

- Lead the delivery of the HSV Compliance Framework and develop strategies, systems and procedures to improve Purchasing Policy and HSV collective agreement compliance.
- Oversee the receipt, analysis and response processes to health service compliance reporting submissions.
- Ensure prompt and appropriate actions are taken to address health service non-compliance, aligned to the Graduated Compliance Guidelines - including escalation where appropriate
- Oversee HSV's external policy framework for health services in line with HSV's legislative role to develop, implement and review policies and practices to promote best value and probity

- Lead the management and review of existing external policies including the HSV Health Purchasing Policies, CPU Purchasing Policy, and Exemptions Guidelines, to ensure currency with HSV's legislative obligations and best practice, and alignment with VGPB practices where appropriate
- Oversee the gazettal process whereby new policies or policy amendments are published in the Victorian Government Gazette, including ensuring that consultation requirements are met.
- Oversee the exemptions process to the HSV Health Purchasing Policies and CPU Purchasing Policy, including internal liaison and individual request management (if required), seeking the required approvals or reviewing approval papers from other internal staff, and facilitating the Victorian Government Gazette requirement under the Act.
- Provide probity leadership and oversee the education program which seeks to improve probity awareness by mandated health services.
- Provide leadership, guidance and support to internal and external stakeholders, with a specific focus on the Customer Engagement Team and mandated health services.
- Deliver compliance updates and presentations to external stakeholder forums, as required.
- Build strong stakeholder relationships with external agencies to ensure best practice in HSV's policy, probity and compliance functions.
- Complete ongoing reporting and advice on Purchasing Policy requirements, compliance and probity functions to the ELT, FARMC and Board.

Modern Slavery Risk

- Oversee the modern slavery project implementation plan and varied activities, including but not limited to: modern slavery risk analysis, health sector support and educational initiatives, internal change management, supplier engagement and educational support.
- Provide leadership and guidance to reporting mandated health services on reducing modern slavery risk in health service supply chains, pursuant to HSV's advisory and consultancy function under the Act.
- Ensure that the organisation is appropriately assessing and addressing modern slavery risk in health service supply chains overseen by HSV (i.e. HSV collective agreements), with a view to assisting mandated health services in preparing their annual Modern Slavery Statement.
- Oversee change activities in HSV procurement processes to embed the assessment and treatment of modern slavery risk in health service supply chains (i.e. HSV collective agreements).
- Work closely with the Customer Engagement Directorate, Procurement and Value Directorate and HSV Legal Team to foster strong collaboration and engagement.
- Review reporting and written advice provided to the ELT, Audit and Risk Committee, Procurement Committee and Board.

HSV Governance Framework

- Oversee the review of relevant internal governance policies, procedures and guidelines to ensure best practice and adherence to Australian standards.
- Identify and create policies that are required to meet Australian standards and best practice for approval and publication, when required.

Management

- Contribute to the Finance, Risk and Governance directorate and broader HSV team through participation in formal meetings and other activities as required.
- Perform senior management responsibilities as required.
- Comply with relevant financial and non-financial authorities outlined in the Delegations of Authority instrument.
- Support and develop open and transparent lines of communication with other Executive Directors and Senior Managers including participating in meetings at the individual and divisional levels, email communication and other regular interpersonal communication.
- Identify and make recommendations on opportunities for HSV to improve processes, workplace health and safety, and quality and service delivery outcomes.
- Assist People and Culture to recruit, interview, select, and hire new employees related to the position and oversee new employee on-boarding, induction and development planning where required.
- Deputise for the Director Finance, Risk and Governance and or any other Executive if and when called upon to do so.
- Undertake other tasks or responsibilities as agreed with the Director Finance, Risk and Governance from time-to-time.

Leadership

- Support the development of a vision for the Finance, Risk and Governance division setting clear strategic direction for employees, enhancing their leadership capacity and capability, and delivering strong management support and advice.
- Foster a workplace culture that is consistent with overall culture of HSV emphasising the values of HSV.
- Maintain strong lines of communication, both formal and informal, with Senior Managers, the ELT and key HSV stakeholders to ensure the smooth operation of the organisation.
- Support with organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

HSV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations (internal and external), and develop and apply appropriate engagement and consultation strategies
- Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting
- Uphold HSV values:
 - We are customer-focused; we focus on customer and patient outcomes
 - We keep it simple; we strive for efficient and effective ways to achieve our goals

- We are collaborative; we work as a team toward common goals
- We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
- We inspire confidence; we do the right thing. We are open, honest and trustworthy

Data Security

- Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the Head of Enterprise Risk may be required to undertake other duties from time to time

Qualifications and Experience Required

Academic

- Qualification in risk management (mandatory)
Qualification in law or policy (postgraduate desirable) or demonstrated experience.

Experience

- Experience in health, government and/or procurement desirable
- Proven experience in a risk management, compliance or regulatory role
- Experience in a leadership or management role responsible for facilitating a program of work by a team of staff
- Experience managing risk functions - enterprise risk management, incident management and business continuity management.
- Experience drafting policies, procedures, and developing and implementing new processes and systems
- Proven experience in creating high quality management reports targeted to meet the recipients needs including Board and Executives
- Knowledge of public sector management processes

Personal

- Strong communication skills and the ability to work closely with other team members and to engage stakeholders, both internal and external.
 - Excellent time management skills, flexibility and an ability to work well under pressure.
 - Ability to take direction and work unsupervised and with initiative to proactively identify improvements and implement
 - Outstanding written and presentation skills
 - Excellent attention to detail
 - Ability to manage multiple projects against clear quality and timing targets
 - Enthusiasm, energy, inquisitiveness, initiative and innovative thinking
 - A drive for excellence and professionalism
- Able to uphold ethical standards and values, and to act with integrity and confidentiality.

