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| Role Title | Enterprise Risk Specialist |
| Reports to | Head of Enterprise Risk |
| Direct reports | Compliance and Risk Analyst (shared) |
| Band classification | Band 5, Health Purchasing Victoria Enterprise Agreement 2023 |
| Date approved | 19 July 2024 |

1. HealthShare Victoria

1.1 HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

2. Position Summary

2.1 This role is primarily focussed on the organisation's enterprise risk, incident management and business continuity management functions.

2.2 This role supports the Head of Enterprise Risk to:

- a. Embed enterprise risk management in business planning and operating processes.
- b. Coordinate and monitor risk management including assisting internal stakeholders to update and manage their identified risks and help to foster a positive risk culture.
- c. Improve the organisation's risk maturity with training, engagement and processes that highlight the importance of identifying, mitigating and managing risks at the local and enterprise level.
- d. Build HSV employee capability and capacity in relation to risk processes and the use of the risk system Resolver to ensure adequate oversight and administrative assessment of risks which inhibit the organisation meeting its strategic goals.
- e. Complete ongoing reporting and advice to the HSV ELT, FARMC (Finance Audit and Risk Management Committee) and Board on risk management via the Head of Enterprise Risk.
- f. Manage the day-to-day enterprise risk enquiries from HSV internal stakeholders including assisting in supporting the management and monitoring of frameworks, policies and helping to define the roles and responsibilities of risk champions.
- g. Supporting the identification of known and emerging issues to help build HSV's risk appetite.
- h. Maintain and strengthen business continuity management.
- i. Manage the incident management program including process development, implementation and continuous monitoring and enhancement.
- j. Other duties as required, including administrative support.

3. Specific Duties and Accountabilities

3.1 Enterprise Risk Management

- a. Manage HSV's Enterprise Risk Management Framework, ensuring consistency with *ISO 31000:2018 Risk Management - Guidelines* and business objectives.
- b. Fulfil the Victorian Government Risk Management Framework and annual risk attestation requirements.
- c. 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.

- d. Oversee the management of the organisation's enterprise risk register to ensure the provision of timely, clear, and relevant information for risk management.
- e. Analyse and interpret risk related data to identify systemic organisational risks and potential areas of improvement.
- f. Support, develop and implement continuous improvement initiatives which further advance the organisation's risk maturity. Including the facilitation of risk workshops which encourage active participation and engagement on risk management.
- g. Implement positive risk culture initiatives, such as the Risk Champion network.
- h. Coach, train and advise HSV employees on effectively utilising the risk management module on Resolver, including the development of training materials and user guides.
- i. Develop processes and maintain systems that support the HSV Risk Management Framework.
- j. Analyse data and contribute to reporting on the organisation's risk management activities, including written reports to the FARMC and HSV Board (when required).

3.2 Incident Management

- a. Manage the design, implementation, and maintenance of the Incident Management module (risk management software).
- b. Develop change management initiatives to embed strong incident management processes within the organisation.
- c. Support the timely response and management of reported incidents, including escalation processes.
- d. Assist the drafting and ongoing management of incident management processes and procedures.
- e. Implement and maintain the Incident Management module on Resolver Core (risk management software).
- f. Provide employee training and advice on effectively using the module.
- g. Analyse data and contribute to reporting on incident management, including written reports to the FARMC and HSV Board (when required).

3.3 Business Continuity Management

- a. Support the ongoing management of the organisation's Business Continuity Plan (BCP) and Crisis Management Plan.
- b. Support the implementation of annual activation testing of the BCP.
- c. Support the continual improvement of the BCP and Crisis Management Plan, including review and amendment processes.
- d. Support the maintenance of the Business Continuity Management module in the organisation's risk management software.
- e. Analyse data and contribute to reporting on business continuity management, including written reports to the FARMC and HSV Board (when required).

3.4 HSV Governance Framework

- a. Review current policies and update where required to ensure best practice and adherence to Australian standards.
- b. Develop procedures to support operationalising policies for approval and publication.

3.5 Communications

- a. Engage and liaise with internal and external stakeholders as part of duties.
- b. Support the development and release of internal communications.
- c. Send out communications regarding team meetings and other team deliverables as requested by the Head of Enterprise Risk and Chief Finance Officer.

3.6 Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

3.7 HSV values and cross functional collaboration

- a. Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. 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.
- d. 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.
- e. Uphold HSV values:
 - i. Customer-centric: We work with our customer and put them at the centre of our decision making.
 - ii. Solutions-focused: We work together to find the best operational and commercial outcomes.
 - iii. Accountable: We do what we say we will do.
 - iv. Respectful: We treat people the way we would like to be treated and work together in a safe, kind, and honest way.
 - v. Open: We welcome new ideas and change as we continue to learn and grow.

3.8 Data security

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a manager or the Information Technology Service Management team.

3.9 Other duties

- a. While the principal duties of this position are as above, you may be required to undertake other duties from time to time.

4. Qualifications and Experience Required

4.1 Academic

- a. Qualification in risk management (post-graduate desirable), or evidence of higher education being undertaken.
- b. Experience in health, government and/or procurement desirable.
- c. Proven experience in risk or compliance role.

4.2 Experience

- a. Experience in analysing data and creating summary reports with strong attention to detail, including creating high quality management reports targeted to meet the recipients needs including Board and Executives.
- b. Proven experience in enterprise risk management, incident management and business continuity management.
- c. Experience in creating professional documentation.
- d. Experience in drafting written papers for Board and Executives.
- e. Experience in developing and implementing new processes and systems.
- f. Knowledge of public sector management processes.

4.3 Personal

- a. Effective communication skills and the ability to work closely with other team members and to engage stakeholders, both internal and external.
- b. Excellent time management skills, flexibility, and an ability to work well under pressure.
- c. Ability to take direction and work unsupervised and with initiative to proactively identify improvements and implement.
- d. Outstanding written and presentation skills.
- e. Excellent attention to detail.
- f. Ability to manage multiple projects against clear quality and timing targets.
- g. Enthusiasm, energy, inquisitiveness, initiative, and innovative thinking.
- h. A drive for excellence and professionalism.

- i. Able to uphold ethical standards and values, and to act with integrity and confidentiality.

4.4 Location(s) for Work

- a. Primary:
 - i. 11/50 Lonsdale Street, Melbourne VIC 3000
- b. Secondary:
 - i. Distribution Centre, Foxley Court, Derrimut, Victoria.
 - ii. Distribution Centre, Ordish Road, Dandenong South, Victoria
- c. As relevant the role may be required to “work from home” from time to time.