Role Description
Risk Officer

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	NSW Telco Authority
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224712
PCAT Code	1221292
Role Family/Function/Type	Planning ,Strategy Compliance & Risk/ Governance & Risk/Risk Analysis
Date of Approval	February 2022 (Slight update Sept 2024)
Agency Website	www.customerservice.nsw.gov.au

Agency overview

NSW Telco Authority (NSWTA) delivers critical communications to first responders and essential services and addresses the state's connectivity challenges to keep people and places safe and connected. NSWTA is a Statutory Authority constituted by the Government Telecommunications Act 2018.

We operate the Public Safety Network (PSN) to provide mission-critical radio communications, which emergency and essential services rely on to respond to critical incidents and manage day-to-day operations. During disasters, we work with Emergency Services Organisations (ESOs) and carriers to protect telecommunications critical assets and infrastructure. We also provide digital connectivity leadership across NSW by bringing together government, industry and academia to enable innovation and to solve complex connectivity challenges across the state.

To find out more about NSWTA and our strategic plan please visit: https://www.nsw.gov.au/departments-and-agencies/nsw-telco-authority

Primary purpose of the role

Support the facilitation of the implementation of risk management strategies, tools and processes across multiple business units to effectively manage risks and issues and enable successful achievement of business unit and enterprise objectives.

Key accountabilities

- Support regular meetings, workshops, and consultation sessions with representatives across the organisation as well as internal and external stakeholders to ensure appropriate identification, assessment, and recording of risks and issues.
- Act as key point of contact on matters related to business and enterprise risk and issue management, including providing support and coordinating advice to stakeholders during identification, implementation, assessment, and review of risk controls and treatment plans.
- Support the review of risk information provided by stakeholders for quality, accuracy, completeness and appropriateness, including progress in implementation of agreed treatment plans, as well as assuring controls, while coordinating support to stakeholders for advice and training where needed.

- As part of the risk management team, support the development and implementation of risk management roadmap, tools, processes and systems, and actively contribute to continuous improvement and the establishment of an appropriate risk culture.
- Actively participate in the development and facilitation of risk training and awareness programs to embed risk management across the organization.
- Contribute to regular reporting to internal and external stakeholders on matters related to enterprise and business unit risks and issues to ensure there is oversight by senior management, executive leadership team and audit and risk committee (ARC).
- Support the response to priority enterprise or business unit risks, issues or incidents.

Key challenges

- Establishing relationships to develop trust and ensure reliable and accurate information, while balancing the competing needs and expectations of stakeholders in a complex environment.
- Delivering multiple support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
- Monitoring risks and issues across multiple business units to ensure the appropriate management of risk and resolution of issues given the diverse nature of the organisation's activities.

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise, receive guidance and report on progress towards objectives. • Participate in meetings and discussions to share information and provide input and feedback. • Identify sensitive issues, risk & opportunities and recommend potential solutions. • Provide regular updates on key risk and enterprise initiatives and priorities
Business units	• Participate in meetings and discussions to share information and provide input and feedback. • Guide representatives on best practice and support embedding of risk management. • Provide sound advice, assistance and support.
RCC team	• Support team members and work collaboratively to contribute to achieving business outcomes. • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice.
Customers/Stakeholders	• Support the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues. • Coordinate the response to queries to provide advice where possible or redirect to relevant party for review and resolution.
External	

Customers/Stakeholders	• Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards • Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues
Other Government Agencies	• Coordinate and share information, discuss and seek input on matters or issues

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Principal Risk Management Lead

Direct reports

Nil

Budget/Expenditure

As per Customer Service Delegations

Essential requirements

Applicants should be an Australian Citizen with an ability to obtain and maintain a Baseline National Security Clearance.

Key knowledge and experience

Knowledge of applicable risk management standards and best practice guidelines.
Demonstrated experience in supporting risk consultation, workshop facilitation, and risk awareness training.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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
	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately Work through challenges Remain calm and focused in challenging situations	Intermediate
	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	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
	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	Use facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements and be open to compromise	Intermediate

		Keep discussions focused on the key issues	
	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Make sure staff understand expected goals and acknowledge staff success in achieving these Identify resource needs and ensure goals are achieved within set budgets and deadlines Use business data to evaluate outcomes and inform continuous improvement Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness	Adept
	**Project Management** Understand and apply effective project planning, coordination and control methods	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

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.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	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
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational