

Position description

Position	Enterprise Risk Management Specialist
Group	Strategy & Transformation
Classification	E
Reports to	Group Manager Risk
Location	1010 La Trobe Street Docklands Victoria
Date	12 December 2023
Tenure	Permanent Full Time
Position No	201117

Our organisation

VicTrack owns Victoria's rail transport land, assets, and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack's Telecommunications Network is deemed 'vital critical infrastructure' – being of state significance and therefore critical to the continuity of the supply of essential services to the state, and to the overall economic and social wellbeing of Victorians.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Corporate Services, Strategy & Transformation, along with the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders, and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds, and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

This position reports to the Group Manager Risk

Budget

Nil

Other

NA

Purpose of the position

The Enterprise Risk Management Specialist supports VicTrack’s risk management functions. This includes frontline operations, senior management, executive committees, and the Board.

This role provides support and specialist advice on a broad range of enterprise risk management practices, including business continuity, enterprise security, crisis management, organisational resilience, and operational risk.

This role assists in maintaining and sustaining VicTrack's enterprise capability and resilience, in addition to contributing to VicTrack's continuous improvement practices, to protect and enhance Victoria's rail land, buildings and infrastructure.

This role supports the Victorian Government's Emergency, Resilience and Risk Management objectives. The role also contributes to the Commonwealth Government's Critical Infrastructure Security and Risk management objectives.

Key accountabilities/functions

- Consolidation and curation of key risk awareness and intelligence content for VicTrack's risk and compliance stakeholders.
- Preparation and delivery of risk assessments, reviews, and reporting across VicTrack.
- Support select enterprise risk committees, forums and working groups.
- Support knowledge transfer, risk awareness and enterprise resilience training initiatives.
- Support the Group Risk insurance management and administration requirements.
- Liaise with Group Compliance and Group Asset Management functions to ensure alignment and integration of VicTrack's enterprise risk management strategy and objectives.
- Support the Internal Audit Program of Work, project delivery and reporting.
- Maintain situational awareness and threat monitoring, specific to Government Services, Critical Infrastructure and Public Sector Utilities.
- Represent VicTrack in select community forums and key stakeholder engagements.
- Maintain and support VicTrack's enterprise risk management platform.
- Maintain a high level of professional knowledge, industry awareness and subject matter expertise.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Minimum of [Australian Qualifications Framework \(AQF\)](#) Level 5 – Diploma in risk, resilience, emergency management, security, or related subject (preferred)
- Additional professional, technical or vocational course(s) in risk, resilience, emergency management, security or related subject (preferred)
- AQF Level 7- Bachelor's degree in risk, resilience, emergency management, security, or related subject (desirable)
- Membership of relevant professional associations (desirable)
- 10 years' experience in government or corporate risk, safety, security, crisis, continuity or resilience role(s)

Knowledge and experience

- Strong understanding and application of international standards, such as ISO, COSO and NIST
- Practical experience and application in the evaluation of risk, controls, management, and decision analysis
- Experience in the review, management and maintenance of enterprise-level systems, plans, procedures and management. This includes security, crisis, resilience and risk
- Government or corporate intelligence experience
- Understanding of the Victorian Government Risk Management Framework (VGRMF)
- Understanding of the Commonwealth's Security of Critical Infrastructure (SOCI Act)
- Understanding and experience in complexity, systems theory, networked or strategic risks
- Demonstrated experience in dealing with an executive audience
- Familiarity with enterprise risk management software and services
- Experience within an operational, dynamic threat environment
- Experience with engagement and influencing a diverse range of technical professionals
- Demonstrated ability to evaluate opportunities across complex situations and provide practical advice and guidance on best practice concepts of risk and asset management to stakeholders
- Awareness of key legislation and relevant industry standards relevant to rail and telecommunications risk and asset management

- Demonstrated capability to plan for, implement and measure changes in business operations, environment and work context. This includes supporting stakeholders through change and disruption, internal and external threats, other asset vulnerabilities and emergencies.

Skills

- Strong interpersonal communications and self-awareness
- Ability to work independently within broad boundaries
- Well-developed written and verbal communication, and presentation skills
- Ability to write and present Executive papers to an Executive audience
- Effective interpersonal and influencing ability
- Strong stakeholder outcome focus
- Effective and proactive use of risk and asset management systems to deliver pragmatic outcomes and value
- Ability to analyse current policies, processes and procedures and develop improvement plans
- High accountability to deliver to a plan
- Strong drive for results

Interpersonal and other features

Internal relationships

- All VicTrack staff, primarily:
 - Executive General Managers
 - Risk Champions
 - Property Group Asset and Infrastructure Managers and direct reports;
 - Telecommunication Infrastructure Managers and direct reports;
 - Business Services Group Managers and functional representatives
 - Group Manager Risk

External relationships

- Internal Auditors
- Victorian Managed Insurance Authority (VMIA)
- Department of Transport and Planning (DTP) – Victorian Government
- Commonwealth Agencies
- Various risk, security, resilience, and operational management working groups and committees