



## **POSITION DESCRIPTION**

**POSITION NAME:** COMPLIANCE & RISK MANAGER  
**LOCATION:** PENRITH  
**REPORTS TO:** CFO

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### **ORGANISATION CONTEXT**

Wentworth Community Housing Limited is a not-for-profit housing company founded in 1996 that provides affordable rental housing and other assistance to eligible people who are on low to moderate incomes in Western Sydney. The organisation has Public Benevolent Institution status.

Wentworth is a Tier 1 registered community housing provider with the National Regulatory System for Community Housing.. It is actively engaged in local property development to increase the supply of social and affordable housing which meets the needs of its clients.

As a community housing provider Wentworth provides a range of services and products including:

- Social housing for people on very low and low incomes eligible for public housing
- Affordable housing for eligible people on low and moderate incomes
- Assistance with renting privately
- Information and referral – working with a range of non-government and government services in the local area to help people access the services and supports they need.
- Coordinating with partner agencies to build more resilient, self-sustaining communities

Wentworth is also a lead agency in the Specialist Homelessness Service and provides a range of programs that aim to prevent homelessness and provide crisis and transitional housing for people at risk of experiencing homelessness.

Wentworth has budgeted revenue of \$34 million for 2017/2018 and net assets of \$53 million. Wentworth manages about 2200 properties. The main clusters of housing managed by Wentworth are in the Penrith, Hawkesbury, Blue Mountains, Blacktown and the Hills Shire Local Government Areas. Client services are managed from the head office in Penrith with branch offices in Katoomba and Windsor.

Wentworth is governed by an elected skills-based Board of Directors. Day to day activities are managed by the Chief Executive Officer and a range of professional and dedicated housing and support staff.

Wentworth generates revenue through tenant rents and also receives funding from the NSW Department of Family and Community Services (FACS) and through other grants and funded programs. In 2015 Wentworth commenced using its charitable status to establish a fundraising program.

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## **ROLE PURPOSE**

This role is responsible for developing a culture of risk management, compliance, reporting and analysis to enable business performance. The Compliance & Risk Manager manages coordinates organisation-wide efforts to ensure quality improvement, performance and risk management systems are developed and implemented.

## **REPORTING RELATIONSHIPS**

The Compliance & Risk Manager reports into the CFO and has no direct reports. The role works closely with Wentworth's Leadership Group.

## **KEY RESULT AREAS / ACCOUNTABILITIES**

### **Risk Management**

- Maintain and enhance processes to effectively monitor and review the risk management framework
- Establish processes to identify potential problems and risks and coordinate, maintain and monitor the Wentworth Risk Matrix and action plan
- Coordinate policy reviews and ensure internal policies and procedures are compliant with relevant legislation and regulations
- Manage the procurement and annual reviews of Wentworth's Insurance broker and coverages.

### **Internal Audit**

- Implement an internal audit program
- Report and monitor progress of audit internal and external findings and associated action items.

### **Reporting**

- Assume Responsibility for corporate reports including their identification, development, systemisation, monitoring and escalation.
- Support staff who also have external reporting obligations
- Undertake a quarterly review of organisational trends and report on areas for focus and/or improvement

### **Compliance**

- Ensure timeliness and accuracy of reports prior to lodgement with relevant regulatory or partner agencies
- Oversee the establishment of an appropriate system for the recording of agreements and their reporting requirements. This includes the development and maintenance of a compliance register that documents the extent and frequency of external compliance obligations across the business.
- Maintain an up-to-date understanding of the requirements of national registration and provide advice on maintaining registration and accreditation status

### **Financial/Budget Management**

- Operate within financial delegation and budget
- Ensure accuracy of data and information entered in the operating budget

**Required Capabilities**

<b>Capability</b>	<b>Behaviours</b>
<b>Service orientation</b>	<ul style="list-style-type: none"> <li>▪ Monitors and identifies sector and industry trends and changes</li> <li>▪ Provides thought leadership and evidence-based planning to shape service design and improvements</li> </ul>
<b>Effective Communication</b>	<ul style="list-style-type: none"> <li>▪ Able to negotiate and resolve conflicts and situations</li> <li>▪ Facilitates, influences and persuades with ease to enable constructive communications</li> <li>▪ Guides and supports others to be more effective in their communications</li> <li>▪ Understands and navigates cultural competencies and subtleties</li> </ul>
<b>Collaborative approach</b>	<ul style="list-style-type: none"> <li>▪ Brings people together, and along on the journey</li> <li>▪ Open to and seeks feedback on organisation issues and improvements</li> <li>▪ Encourages and fosters relationships, connections and teamwork</li> <li>▪ Actively identifies and sponsors opportunities for people to work together</li> </ul>
<b>Results focussed</b>	<ul style="list-style-type: none"> <li>▪ Sets strategic objectives and goals</li> <li>▪ Balances human and commercial interests</li> <li>▪ Operates in a commercially astute way</li> <li>▪ Responds to relevant data and information to inform strategic decision-making and data systems enhancement</li> <li>▪ Monitors and improves operational and organisational effectiveness</li> <li>▪ Maintains a balanced focus on the achievement of strategic and operational goals</li> <li>▪ Mentors staff for career development</li> </ul>
<b>Self management</b>	<ul style="list-style-type: none"> <li>▪ Fosters and nurtures an environment reflective of the organisation values and spirit</li> <li>▪ Models emotional intelligence</li> </ul>
<b>Adaptability and change</b>	<ul style="list-style-type: none"> <li>▪ Adjusts strategy to ensure organisation success</li> <li>▪ Balances risk and benefits to adjust responses and actions</li> <li>▪ Outwardly seeks evolution and improvement</li> <li>▪ Leads and drives change</li> </ul>
<b>Organisation learning and innovation</b>	<ul style="list-style-type: none"> <li>▪ Provides insights and reflection and able to translate this to improve the organisation</li> <li>▪ Seen as a resource to assist others in discovering new ways and approaches</li> <li>▪ Takes measured risks that helps the organisation lead and succeed</li> </ul>

<b>Commitment to social justice</b>	<ul style="list-style-type: none"> <li>▪ Champions social issues and impacts</li> <li>▪ Educates and leads others to understand current and emerging issues</li> <li>▪ Strong advocate and voice on social justice issues for the organisation</li> </ul>
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## WORKING RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>• Chief Executive Officer and Senior Leadership Team</li> <li>• Board of Directors</li> <li>• All staff of Wentworth</li> </ul>	<ul style="list-style-type: none"> <li>• External stakeholders</li> <li>• Insurers</li> <li>• Industry bodies</li> <li>• Contractors</li> <li>• Legal Counsel</li> <li>• The public</li> </ul>

## PERSON SPECIFICATION

### **Qualifications**

- Tertiary qualifications in business, economics, accounting or related field

### **Knowledge and Experience**

- Minimum 5 years experience in risk management, compliance and internal audit
- High level written and verbal communication and presentation skills
- Ability to appropriately manage highly sensitive and/or confidential information
- Demonstrated capacity to build and maintain key relationships and partnerships with key stakeholders
- High level analytical and problem solving skills
- Demonstrated ability to effectively plan and organise own workload, establish priorities and meet deadlines
- Proven ability to work collaboratively with others
- Demonstrated ability to analyse complex problems, identify multiple pathways for resolution and recommend the most beneficial response
- Innovative and lateral thinking skills
- **Specific requirements**
  - A commitment to the ethos of social and affordable housing
  - A commitment to social justice and social inclusion
  - Ability to relate to people from diverse backgrounds
  - Current Police Check