

# Position Description

## Compliance Coordinator

Division	Legal and Governance
Business Unit	Risk and Governance
Grade/Band	Band 6
Date position description approved	5 October 2021

### Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

### Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

### Primary purpose of the position

The Compliance Coordinator develops and implements the City's corporate compliance management framework to help ensure that the City meets its compliance obligations. The role also coordinates compliance for selected high risk obligations that span across the organisation, such as child safety and chain of responsibility.

The Compliance Coordinator partners with all areas of the organisation to ensure managers are effectively managing their compliance obligations and is responsible for providing training, internal reporting and system support.

### Key accountabilities

- Assist in the development of, and coordinate the implementation of, the City's compliance management framework in line with relevant Australian and international standards, including policy, procedures, guidelines, training and templates to support effective compliance management.
- Identify, coordinate and monitor compliance tasks for high risk cross organisational obligations.

- Provide advice to City staff on compliance obligations management.
- Monitor compliance and assist the Manager Risk and Governance in providing information through presentations and regular reports to senior management and the Audit Risk and Compliance Committee (ARCC)
- Provide administrator support and a help desk for the City's Compliance Management software/system.
- Work with the Manager Risk and Governance to continuously evolve the maturity of the City's compliance obligations management.
- Partner with and provide back up support for the City's Risk Management Coordinator.

## Key challenges

- Gaining a solid understanding of compliance requirements and overseeing a compliance framework in a complex, multi-faceted and decentralised environment.
- Establishing and maintaining relationships across the organisation and consulting effectively to achieve high levels of compliance.
- Successfully delivering on all aspects of the role in a high-volume environment.

## Key relationships

Who	Why
<b>Internal</b>	
Risk and Governance Manager	<ul style="list-style-type: none"> <li>• Provide expert advice and contribute to decision making</li> <li>• Identify emerging compliance obligations, including identifying risks and proposing mitigating actions</li> <li>• Provide quality reporting</li> <li>• Assist in driving organisational improvement</li> </ul>
City staff	<ul style="list-style-type: none"> <li>• Partner with others to achieve compliance for the City's high risk cross organisational compliance obligations</li> <li>• Provide advice, training and help them to understand and apply the City's compliance management framework</li> <li>• Provide system support (help desk) and training</li> </ul>
Executive and ARCC	<ul style="list-style-type: none"> <li>• Provide information and assurance on compliance management at the City through the Manager Risk and Governance</li> <li>• Provide inputs to enable quality reporting</li> </ul>
<b>External</b>	
Other organisations and communities of practice	<ul style="list-style-type: none"> <li>• Understand others practices and translate to the City where relevant</li> <li>• Work with other councils to share and develop best practice</li> </ul>

## Key dimensions

### Decision making

This position works autonomously and provides consulting advice across the organisation, to all levels of staff, on a day to day basis.

The role makes decisions regarding the design and functioning of the City's compliance management software/system and makes recommendations to the Risk and Governance Manager on the City's corporate compliance obligations management framework.

The role coordinates and makes recommendations to the Executive through the Manager Risk and Governance on high risk cross organisational compliance requirements.

### Reports to

Manager Risk and Governance

## Essential Knowledge, Skills & Experience

- A degree in law or business administration, or other relevant qualifications supported by relevant experience.
- Deep knowledge and experience in compliance management in a complex multi-faceted organisation.
- Strong analytical and problem-solving skills.
- Strong collaboration and engagement skills.

## Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	<b>Demonstrate Accountability</b>	<b>Adept</b>
	<b>Manage Self</b>	<b>Adept</b>
	Display Resilience and Adaptability	Intermediate
Relationships	<b>Work Collaboratively</b>	<b>Adept</b>
	<b>Communicate and Engage Respectfully</b>	<b>Adept</b>
	<b>Community and Customer Focus</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Intermediate
	<b>Plan and Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
Resources	Finance	Intermediate
	<b>Technology and Information</b>	<b>Advanced</b>
	Assets and Tools	Intermediate
	Procurement and Contracts	Intermediate

*\*This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

## Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Demonstrate Accountability	Adept	<ul style="list-style-type: none"> <li>Is prepared to make decisions within own level of authority</li> <li>Takes an active role in managing issues in the team</li> <li>Coaches team members to take responsibility and follow through</li> <li>Is committed to safe work practices and manages work health and safety risks</li> <li>Identifies and manages other risks in the workplace</li> </ul>

<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Is prepared to make decisions within own level of authority</li> <li>• Takes an active role in managing issues in the team</li> <li>• Coaches team members to take responsibility and follow through</li> <li>• Is committed to safe work practices and manages work health and safety risks</li> <li>• Identifies and manages other risks in the workplace</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Contributes to a culture of respect and understanding in the organisation</li> <li>• Creates an atmosphere of trust and mutual respect within the team</li> <li>• Builds cooperation and overcomes barriers to sharing across teams/units</li> <li>• Relates well to people at all levels and develops respectful working relationships across the organisation</li> <li>• Identifies opportunities to work together with other teams/units</li> <li>• Acts as a resource for other teams/units on complex or technical matters</li> </ul>
<b>Relationships</b> Communicate and Engage Respectfully	Adept	<ul style="list-style-type: none"> <li>• Tailors content, pitch and style of communication to the needs and level of understanding of the audience</li> <li>• Clearly explains complex concepts and technical information</li> <li>• Adjusts style and approach flexibly for different audiences</li> <li>• Actively listens and encourages others to provide input</li> <li>• Writes fluently and persuasively in a range of styles and formats</li> </ul>
<b>Relationships</b> Community and Customer Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer-focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>Results</b> Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Consults on and delivers team/unit goals and plans, with clear performance measures</li> <li>• Takes into account organisational objectives when setting and reviewing team priorities and projects</li> <li>• Scopes and manages projects effectively, including budgets, resources and timelines</li> <li>• Manages risks effectively, minimising the impacts of variances from project plans</li> <li>• Monitors progress, makes adjustments, and evaluates outcomes to inform future planning</li> </ul>
<b>Results</b> Think and Problem Solve	Adept	<ul style="list-style-type: none"> <li>• Draws on numerous sources of information, including past experience, when facing new problems</li> <li>• Demonstrates an understanding of how individual issues relate to larger systems</li> </ul>

		<ul style="list-style-type: none"> <li>• Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports</li> <li>• Uses rigorous logic and a variety of problem solving methods to develop workable solutions</li> <li>• Anticipates, identifies and addresses risks and issues with practical solutions</li> <li>• Leads cross team/unit efforts to resolve common issues or barriers to effectiveness</li> </ul>
<b>Resources</b> Technology and Information	Advanced	<ul style="list-style-type: none"> <li>• Implements appropriate controls to ensure compliance with information and communications security and use policies</li> <li>• Implements and monitors appropriate records, information and knowledge management systems</li> <li>• Seeks advice from technical experts on leveraging technology to achieve organisational outcomes</li> <li>• Stays up to date with emerging technologies and considers how they might be applied in the organisation</li> </ul>