

ARPC Position Description

Role Title:	Senior Manager Crisis Response		
Function:	Chief Operating Office	Classification broadband:	EL2
Location:	Sydney	Security clearance:	Baseline/NV1
Role Reports to (role title):	Chief Operating Officer		
Direct Reports (role titles):	Crisis Response Analyst		

Purpose of the role (Why the role exists; how the role contributes to the ARPC's strategic objectives)

The purpose of this role is to lead the organisations preparatory program of work to ensure the ability to effectively respond to crisis in relation to the terrorism and cyclone portfolios and to the organisation more broadly. Additionally, this role will be relied upon in the event of an external event impacting the organisation and will provide advice and assistance with the coordinated response controls and recovery.

Key Accountabilities (Key activities, tasks and outcomes to be achieved)

Crisis Response

- Establish policies and frameworks based on a thorough review of the potential for terrorism and cyclone event crisis and update regularly (at least annually).
- Develop, implement and manage a governance model for potential crisis.
- Develop an appropriate crisis management team that is properly trained.
- Establish clarity regarding crisis response roles and responsibilities and ensure alignment with delegations.
- Develop a regularity of crisis response exercises which serve to test the crisis management plan and team, and identify improvement and training opportunities.
- Create comprehensive communications plans including stakeholder communications (emails, speeches, publications, website update, templates for crisis statements etc) which have been reviewed by relevant SME's including legal.
- Ensure the organisation has capability and a suitable process for responding to enquiries (from media, government, policy holders and the general public) during a crisis event.
- Conduct post incident reviews and incorporate learnings into existing response plans to support a culture of continual improvement.

Business Continuity

- Develop and maintain response plans which set out the steps and actions to be taken in order to effectively respond before, during and after an incident or crisis (such as a pandemic) which may impact ARPC's business operations.
- Lead the end-to-end process of business continuity planning for ARPC, including:
 - Identification of time-sensitive or critical business functions and processes and the resources that support them.
 - Assembly of a business continuity team.
 - Development of a business continuity plan to manage a business disruption.
 - Delivery of training for the business continuity team, including regular (at least annually) testing and exercises to evaluate recovery strategies and the plan.
 - Conduct post incident reviews and incorporate learnings into existing response plans to support a culture of continual improvement.

Organisational Capability

- Develop suitable training for ARPC employees with support from the Senior Manager People.

People leadership

- Manage staff performance toward satisfactory or better performance

- Support employee development toward improved performance and achievement of short to long term goals and aspirations
- Ensure staff understand ARPC's strategic objectives and how their own role contributes to our collective success
- Spend time connecting with employees to provide on the job coaching and mentoring
- Ensure employees are tasked with meaningful work which provides challenge and growth opportunities

Other

- Lead and participate in ARPC Corporate projects as and when opportunities arise
- Role model ARPC's Values and Code of Conduct and capabilities set out in the ARPC's Capability Framework
- Maintain knowledge of risk management developments and industry trends
- Cover Senior Executive positions as required

Key legislative / regulatory role responsibilities

Your responsibilities in relation to the Agency Security Advisor function:

- Provide assistance, seek and provide advice or information on physical protective security matters and the day-to-day performance of physical protective security functions (such as office access, pin codes, security passes, alarms, alarm alerts, and physical protective security)
- Lead the develop an appropriate organisational risk mitigation and security culture that promotes and protects agency information and assets
- Oversee compliance with the law and Australian Government policies
- Provide frameworks which ensure the safety and security of ARPC employees, contractors and clients as a member of the building's Emergency Control team (Floor Warden)
- Contribute to the business continuity procedure, the fraud control policy and associated training and awareness programs
- Develop, implement and maintain ARPC's security procedures and systems
- Assist staff to understand ARPC's risk vulnerabilities and openly discuss security issues or concerns

Public Interest Disclosure Act 2013 (PID Act)

- ARPC Managers may receive disclosures from staff they supervise or manage, and are responsible for providing to an ARPC Authorised Officer (CEO, CFO, COO) as soon as practicable, any information provided to them that concerns disclosable conduct (within the definition of PID Act S.60A).
- ARPC Managers must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.
- ARPC staff must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.

Privacy Act 1988

- ARPC staff must adhere to the Australian Privacy Principles and the ARPC Privacy Policy and report any privacy breaches by any employee or contractor to the Privacy Officer (CFO) and/ or Privacy Champion (COO) as soon as they become aware of them.

Freedom of Information Act 1982 (FOI Act)

- ARPC staff are responsible for notifying and supporting the Information Public Scheme (IPS) Team to ensure published website Information is accurate, up-to-date and complete.
- ARPC 'owners' of website content are required to review content on their page(s) at least annually.

Security

- Responsible for monitoring their staff (including contractors), resources and functions to ensure security controls are maintained and operate effectively.

- Responsible to ensure that staff (including contractors) are aware of and practice the appropriate security procedures for protecting individuals, official information and other valuable resources.

Working Relationships (Key stakeholders, clients, customers, suppliers, providers, consultants, etc.)

Internal Relationships

- Build and maintain strong relationships across ARPC

External Relationships

- Build and maintain strong relationships with vendors and partners

Person specification

Qualifications and experience

Qualifications (indicate whether mandatory or desired)

- Tertiary qualification in a related field *Mandatory*

Experience (minimum type and level of experience required to perform the role)

- Substantial experience in crisis response and/or business continuity focused roles *Mandatory*
- Knowledge or insurance, reinsurance or financial services *Desired*

Technical Capabilities (skills, knowledge, technical or specialist capabilities)

- Proven capability in the coordination of crisis management and business continuity programs
- Strong knowledge of the MS Office suite including Word, Powerpoint and Excel
- Excellent written and verbal communication skills
- Excellent analytical skills with the ability to derive simple insights from complex data
- Excellent interpersonal skills with the ability to effectively negotiate and influence
- Ability to work effectively with Senior Executives and Board Members
- Ability to build strong relationships with various stakeholders
- Excellent commercial acumen
- Excellent legislative and regulatory interpretation and application skills
- Natural application of insight, initiative and innovation
- Ability to motivate and guide team members
- Astute attention to detail
- Ability to work as part of a team and autonomously, as a subject matter expert
- Courteous assertiveness

Authorities	Limits/ Type
Financial Delegations:	As per ARPC Financial Delegations
HR Delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI):	As per ARPC DTI Response Procedure

Additional requirements**ARPC Values**

- Delivering for our stakeholders
- Collaboration
- Personal leadership
- Integrity
- Wellbeing

ARPC Capabilities (Integrated Leadership System)

ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.

- Shapes strategic thinking
- Achieves results
- Cultivates productive working relationships
- Exemplifies personal drive and integrity
- Communicates with influence

Approved by: <i>(Name & position)</i>	Helen Williams, Chief Operating Officer	Signature and Date:	September 2021
CEO Approval:	Dr. Chris Wallace, CEO	Signature and Date:	September 2021