



JOB PROFILE FORM

1. JOB DETAILS

Position Title: Governance Reporting & Administration Officer

Team: Governance & Reporting Team

Division: Assurance and Resilience

Group: Asset Services Group

Reports to (Name / Title): Governance & Reporting Coordinator

Date of Completion: June 2025

2. WHAT DOES THIS JOB DO?

Purpose:

This role is responsible for coordinating inputs and reviews for the Asset Services Group relating to regulatory and business reporting, regulation changes and audits, as well as providing other coordination and administrative support for governance activities.

The role ensures performance reporting, regulation and audit reviews, and other governance activities are timely, insightful and lead to continuous improvement across the activities of the Group.

Responsibilities:

Coordination Functions (oversight and collation)

- Coordinate Group inputs and management reviews for regulatory and business reporting including communicating required timeframes and accountabilities, collating inputs, and ensuring sufficient time for reviews by relevant managers.
- Support the Governance & Reporting Manager to coordinate Group feedback on proposed regulatory changes including liaising with relevant internal stakeholders (e.g. Strategy and Comms, Finance etc.) to confirm timeframes, communicate these to relevant staff in Asset Services, collate their feedback and ensure timely management reviews.
- Support the Governance & Reporting Manager to coordinate end-to-end process audits which impact the Group. This includes coordinating the following:
 - the development and sign-off on the Groups' third line audit scopes; and
 - coordinating the Group's responses on third and fourth line Internal Audit Report findings including timely reviews by relevant managers of proposed actions and verifying actions developed plan address finding root causes within reasonable timeframes.
- As required, provide coordination and/or administration support to our second line of defence assurance functions.
- Provide consolidated/collated reports and/or feedback to internal stakeholders in a timely fashion for internal reporting and/or submission to regulators.



JOB PROFILE FORM

Governance Reporting

- Provide regular reporting on Group compliance against key corporate compliance requirements including for example, mandatory compliance training, timely review of controlled documents, and completion of audit actions. Identify systemic issues or trends to help inform improvements to these compliance activities.
- Proactively follow up with members of the Asset Services Group regarding overdue actions, controlled document reviews or compliance training, and support improvements as required. Escalate ongoing issues of non-compliance to the Manager.
- Support the manager to review quality of reporting inputs from stakeholders e.g. completeness, punctuation/grammar and formatting.

Other Governance & Administration Functions

- Document clear processes/procedures for how coordination of group level reporting and other governance activities and tasks will occur to:
 - ensure staff in the Asset Service Group and other business areas have visibility and clarity of these processes and accountabilities.
 - provide awareness to Asset Services Group staff regarding the regulatory and business reporting landscape and their role in it.
- Maintain high quality records of regulatory and business performance reports and make these available for members of the Asset Services Group.
- Identify when regulatory KPIs are modified/changed by regulators and communicate this to the relevant AS Group staff and managers. If required, provide advice on updates to reports/dashboards needed due to KPI changes.
- Support frontline managers and workers to simplify and streamline reporting inputs as required.
- Assist Asset Services Group staff to enter actions into relevant systems and to update progress as required.
- Verify the closure of actions and proactively follow up with action owners where further information or evidence is required. Escalate ongoing issues to the Manager.
- Support the manager in maintaining and reporting on updates of the Asset Services Compliance Framework.
- Undertake additional tasks and responsibilities at the reasonable direction of the Governance & Reporting Manager.

Stakeholder Relationships

- Establish strong working relationships with colleagues across the Group, and with key internal stakeholders in Strategy & Comms, Finance and the Risk & Internal Audit Team, to foster collaboration, teamwork and coordinated reporting.
- Consult with internal stakeholders to identify and communicate changes to regulatory reporting inputs and outputs

Team and Culture

- Demonstrate a personal commitment to a positive safety and wellbeing culture – where your actions match your words
- Work in line with our organisational values and expected behaviours.
- Contribute to a vibrant team culture, with a strong achievement orientation and culture of collaboration and learning.

JOB PROFILE FORM

3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

3A. WHAT KEY SKILLS OR EXPERIENCES ARE REQUIRED TO COMPLETE THIS JOB?

Skill/ Experience	Level of Skill/ Experience i.e. Basic / intermediate/ Advanced	Years of Experience (optional)
Experience in business and/or regulatory performance reporting and coordination	Basic/Intermediate	3+
Experience in administration	Basic/Intermediate	3+
Experience in communication and stakeholder management	Intermediate	3+
Demonstrated Knowledge, of the Occupational Health & Safety Act 2004, the Environmental Protection Act 2018 and other risk-based legislation.	Basic	

3B. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

	Mandatory / Highly Desirable/ Suggested ?	Method of Training (e.g. certificate, ticket, observation, on-the-job etc...)	Renewal Required (Y/N/Unsure)	Renewal Frequency (e.g. Never, 1 year, 5 years etc...)
Qualifications / Certificates				
Qualification that includes units in business administration, governance, and/or compliance.	Highly desirable	Certificate		
Quality Management System ISO9001	Desirable	Certificate		

3C. WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes	<p>Proactive and able to work autonomously</p> <p>Excellent listening, written and verbal communications skills.</p> <p>Well organized and plans ahead</p> <p>Team player able to collaborate and coordinate with others, to achieve good outcomes.</p> <p>Adaptable and pragmatic</p> <p>Delivery and outcome focused with a continuous improvement mindset</p> <p>Comfortable working in ambiguity (e.g. if processes need to be developed, adapted and/or continuously improved over time)</p>
---------------------	---

JOB PROFILE FORM

3D. WHAT ARE THE KEY PHYSICAL, OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

Key requirements	Hybrid working - meeting stakeholders, leaders and impacted teams at the Mitcham office and at other sites as directed (e.g. treatment plants or other external sites) to build a strong understanding of the YVW "business" and to develop effective relationships.
------------------	--

4. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

Role before (Name, Team, Division)	Reporting or administration officer roles
Role after (Name, Team, Division)	Reporting, administration or assurance officer roles