

Position Description

Position Title:	Manager Legal & Risk
Division:	Risk & Safeguarding
Reporting To:	Executive General Manager Risk & Safeguarding

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity.

Position Description

Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The Legal & Risk function supports Northcott to operate lawfully, ethically and effectively and to make risk-informed decisions. It provides enterprise risk coordination and challenge, regulatory governance oversight, legal and governance support, and practical advice across obligations, privacy, contracts, disputes, emerging risk and organisational resilience. The function connects risk owners, specialist functions, Executive governance forums, regulators and external advisers without displacing accountable ownership.

KEY OBJECTIVE OF THE POSITION:

- Lead the day-to-day coordination, implementation and continuous improvement of Northcott's enterprise risk and regulatory governance arrangements under the executive accountability of the Executive General Manager Risk & Safeguarding.
- Steward the enterprise risk architecture and support the Executive Enterprise Risk Steering Committee (EERSC).
- Provide legal and regulatory guidance within capability and delegated authority and help leaders translate obligations and risk information into clear controls, treatments, escalation and decisions.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

1. Sound applied knowledge of enterprise risk management, governance and regulatory compliance in a complex or highly regulated organisation.
2. Ability to coordinate an enterprise risk framework and translate risk appetite, registers, controls, treatments, KRIs, obligations and assurance information into decision-useful reporting.
3. Strong legal and regulatory literacy, including interpreting legislation, contracts, regulator requirements and governance documents and recognising when specialist legal advice is required.
4. Strong analytical judgement and ability to work through diverse, unusual and difficult matters using evidence, precedent and risk-based reasoning.
5. Clear written communication, drafting, negotiation and stakeholder-influence skills suitable for senior managers, Executives and governance forums.
6. Ability to lead cross-functional work through influence, maintain professional independence and challenge constructively without displacing accountable ownership.
7. Strong planning, prioritisation and matter-management discipline across sensitive and competing demands.

Position Description

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Relevant tertiary qualification or equivalent substantial professional capability in law, risk, governance, compliance, business or a related discipline.
8. Typically, at least five years of relevant experience across enterprise risk, regulatory affairs, governance, compliance, legal operations or a comparable professional environment.
 9. Demonstrated experience applying risk-management frameworks and working with risk registers, controls, treatments, reporting and governance processes.
 10. Demonstrated experience interpreting regulatory obligations, coordinating sensitive matters, engaging senior stakeholders and producing clear written advice or decision material.
 11. Bachelor of Laws or Juris Doctor is preferred. Current admission or a practising certificate is desirable only where relevant to the final authorised scope.
 12. Experience in disability, health, human services, government or another highly regulated sector is preferred.

DELEGATION LEVEL

- Level 5

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Provide practical, timely and risk-based support that protects customer rights, choice, inclusion and safeguarding.
- Engage professionally with regulators, statutory bodies, external legal counsel, insurers, brokers, auditors, funding bodies and specialist advisers.

Relationship Building

- Build credible relationships with the EGM Risk & Safeguarding, Executive leaders, EERSC, enterprise risk owners and specialist functions.
- Influence across portfolios while preserving first-line ownership and specialist accountabilities.

Problem Solving

- Interpret legislation, contracts, regulatory requirements and governance documents and distinguish matters requiring specialist legal advice.
- Analyse risk information, interdependencies, systemic themes, emerging exposures and control effectiveness to support sound decisions.

Leadership

- Lead enterprise risk and regulatory governance activity through influence, coaching and constructive second-line challenge.
- Promote consistent application of the Three Lines model and strengthen practical risk capability across leaders and risk owners.

Financial Impact

- Coordinate legal, regulatory, claims, disputes and external adviser matters within approved delegations and budgets.
- Escalate high-cost, enterprise-significant or out-of-appetite matters promptly to the EGM and relevant governance forum.

Time Impact

- Decisions and advice may have immediate operational consequences and longer-term enterprise, regulatory, financial and reputational impacts.
- Maintain disciplined prioritisation and timely escalation across sensitive and competing demands.

Other (list where appropriate)

- Maintain confidentiality, manage conflicts of interest, preserve legal privilege where applicable and ensure reliable records.
- Operate within role boundaries, professional competence, legal-practice restrictions and authorised arrangements.
- The role provides second-line methods, advice and challenge but does not accept operational risk on behalf of risk owners or direct Internal Audit.

DUTIES

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

The typical duties of this position include:

1. Coordinate the annual Risk Management Framework implementation work plan and report progress, dependencies, issues and decisions to the EGM and EERSC.
2. Maintain the enterprise risk register process and support risk owners to keep risk descriptions, ratings, controls, evidence, treatments, due dates, KRIs and review dates current.
3. Coordinate risk appetite and tolerance implementation, monitor breaches and emerging exposures, and support timely escalation and risk acceptance through the correct authority.
4. Prepare EERSC agendas, papers, dashboards, minutes and action tracking and consolidate risk intelligence from portfolios and specialist functions.

Position Description

5. Coordinate the enterprise compliance-obligations framework and support traceability between obligations, owners, risks, controls, evidence, monitoring and assurance.
6. Undertake regulatory horizon scanning, assess material changes and coordinate advice, ownership, implementation tracking and governance reporting.
7. Provide legal and governance guidance within competence and authority; draft or review contracts, correspondence, submissions, policies, delegations and decision material as allocated.
8. Coordinate regulator notices, information requests, complaints, audits, investigations and statutory responses, including engagement of external counsel or specialists where required.
9. Coordinate privacy, subpoena, court-order, claims, disputes and legally sensitive information matters with relevant owners, insurers and advisers.
10. Support emerging-risk, business continuity, crisis-management and resilience interfaces and ensure material cross-portfolio issues are visible to EERSC.
11. Develop practical tools, guidance and coaching that improve risk ownership, control evidence, escalation and application of the Three Lines model.
12. Escalate enterprise-significant, novel, high-cost, high-reputation, legally reserved or out-of-appetite matters to the EGM without delay.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies, procedures, codes of conduct and safeguarding requirements. This position must maintain confidentiality, identify and manage conflicts of interest, preserve legal privilege where applicable, and promptly escalate material legal, regulatory, privacy, enterprise-risk, safeguarding and reputational matters. For more information, see your manager or refer to the policies and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.