

Head of Risk, Assurance & Safety

Title: Head of Risk, Assurance & Safety
Division: TBC Temporary Reporting line to People Division
Location: Wellington
Responsible to: Chief People Officer (Temporary)
Date: March 2025
Code:

Purpose

The Head of Risk, Assurance & Safety leads the maturing, embedding and compliance of: (a) MetService's integrated business resilience frameworks including risk, assurance & safety, and (b) tools and controls to support MetService and its subsidiaries to effectively manage its risks, and to build a human-centric risk-based culture and capability. The Risk, Assurance and Safety function also provides independent and objective assurance and associated internal risk and assurance advisory services including assurance to our Board.

Accountabilities

Key Responsibility Areas	
Strategy and Thought Leadership	<ul style="list-style-type: none">• Ensures the Board and ELT have access to expert risk, assurance & safety advice, including due diligence responsibilities and the application of relevant analysis and frameworks to confirm risk appetite and the enterprise risk profile.• Oversees the ongoing development of the risk, assurance, and safety frameworks, including MetService's Incident Management Framework, Safety Management System, and Business Continuity Plans (BCP).• Plays a leadership role with respect to risk management, and associated planning activities, in relation to organisational transition within the wider NZ science sector.• Builds capability across MetService's leadership team on risk, assurance & safety, and empower leaders to have ownership of their practices.• Influences business ownership of risk, assurance and safety advocating for heightened awareness and maturity, and enhancing risk, assurance, safety and wellbeing culture and practices.• Acts as a thought leader internally and externally.• Maintains a watching brief over key risks and advocacy of internal controls.• Leads complex risk assessments, including providing risk advice on key programmes of work.
People Leadership	<ul style="list-style-type: none">• Leads and manages the performance of staff for the delivery of expected results. This includes identifying staff training needs and ensuring that appropriate professional development is delivered.

	<p>This includes actively liaising with relevant staff regarding BAU activities and yearly performance.</p> <ul style="list-style-type: none"> • Supports team members to be successful, trusted and empowered to do great work. Ensure their growth is fostered, they are kept up to date, involved and included, are encouraged to look at things differently, and learn from mistakes.
Operational Delivery	<ul style="list-style-type: none"> • Ensures that the priorities of the risk, assurance and safety function support, and are aligned with, MetService's wider business objectives. • Oversees: <ul style="list-style-type: none"> ○ Compliance of MetService business activities with CAA regulatory obligations; ○ The delivery of MetService's internal and external audit and assurance programmes, including associated reporting and tracking of progress against agreed actions; and, ○ Delivery of the Safety programme. • Steers the development, coordination, testing, and continuous improvement of an Emergency Response Plan for all New Zealand MetService operations that is consistent with the CIMS framework and supports an effective response to crisis events. • Ensures that the company continues to hold ISO 9001 Quality Management System certification through the ongoing development of company maturity and overarching systems and processes. • Collaborates with the People Team on wellbeing and understanding and managing our psychosocial risks.
Collaboration & Communication	<ul style="list-style-type: none"> • Ensures appropriate communication, support and guidance to stakeholders, business leadership and advisory groups. • Works across the organisation, influencing and lifting awareness of good risk practices and connects people to the Safety Strategy.
Reporting & Compliance	<ul style="list-style-type: none"> • Provides insightful enterprise reporting on business resilience, risk, assurance & safety to ELT and Board. • Implements and maintains appropriate ISO9001 and SMS quality procedures and documentation and risk registers to ensure ongoing compliance.
Health & Safety	<ul style="list-style-type: none"> • Complies with all health and safety policies, processes and practices. • Is familiar with the MetService's current Health and Safety Commitment, including the safety of all aspects of workstation set up and use of computer equipment. • Takes all practicable steps to ensure the personal safety and that of others, ensuring any actions do not cause harm,

Continuous Improvement	<ul style="list-style-type: none"> • Maintains industry and regulatory knowledge, and identifies trends, changes and emerging risks to business objectives. • Cultivates a workplace culture where Risk, Assurance and Safety Team act as trusted advisors supporting to deliver on strategic objectives • Leads and advocates for enhancements to the Business Resilience Framework and designs and undertakes assessments of the framework to ensure they remain effective and efficient.
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Key Relationships

Relationships

Internal	<ul style="list-style-type: none"> • Senior managers and subject matter experts • Executive Leadership team • Legal Counsel/Company Secretary • People team and change practitioners
External	<ul style="list-style-type: none"> • CAA
Staff Responsibility	<ul style="list-style-type: none"> • 2 direct reports
Financial Responsibility	<ul style="list-style-type: none"> • Budget: \$500,000 • Delegated Authority: \$20,000

Person Specification

Knowledge, Skills & Qualifications:

Required

- Five or more years' experience working in a senior role preferably in risk, compliance, business continuity or internal audit
- Sound understanding of Risk Management and Health & Safety practices, methodologies and terminology
- Strong working knowledge of modern business practice with respect to health and safety in the workplace, and the application of relevant legislation
- Strong working knowledge of current risk and compliance, business continuity and resilience management standards
- Must be able to meet CAA fit and proper person criteria
- Proven ability to influence and engage with a number of stakeholders to achieve business objectives
- Strong written and verbal communication skills
- Proven ability and willingness to challenge the status quo
- A high level of political and commercial awareness, strategic and tactical experience
- Capable of, and experienced in, leading teams, or influencing virtual teams in times of change and proven ability to facilitate change
- Ability to manage relationships and lead delivery through influence
- Able to communicate effectively at all levels of the organisation and constructively relate to a wide range of people
- Good interpersonal skills, including objectivity and fairness. Ability to build strong positive collaborative relationships and able to operate independently applying good judgement and knowledge
- Strong attention to detail and ability to work to prescribed deadline(s)
- Analytical thinker with good problem-solving and decision making skills

- Ability to lead and influence a diverse range of stakeholders across all levels of an organisation
- Leadership of high functioning, high performing and commercially driven teams.
- Experience in managing complex situations which involve pressure and competing deadlines
- A focus on successful outcomes and ability to quickly gain a thorough understanding of stakeholder/internal customer needs

Desirable:

- A relevant professional qualification would be advantageous
- Experience in working within Risk Management Frameworks
- Operational management experience
- Experience with ISO auditing, with a thorough understanding of relevant standards:
- ISO 9001, ISO45001, ISO 27001
- Comprehensive understanding of CAA Safety Management System requirements including Civil Aviation Rules Part 12, 100 and 174
- Already be, or be eligible to become, a CAA NZ approved fit-and-proper person and aviation SMS manager under Part 174.

Please familiarise yourself with the Company's current Health & Safety Commitment, including the safety of all aspects of workstation set up and use of computer equipment. Information on other Company policies and procedures can be obtained from MetService. We remind you that you are required by law to take all practicable steps to ensure your own safety while at work and that to ensure that your actions or inactions do not cause harm to any other person.

Note: The requirements of this position description may change from time to time to meet operational or other requirements.