Head of Enterprise Risk

Job Description

Postion Pay Level: SML12

Position Pay SCP: SML121

Salary: £84,461 to £93,712, inclusive of Local Weighting Allowance of £1,130 per annum

DBS requirement: Not required

Reports to: Director – Finance and Commercial

Responsible for:

- Enterprise Risk Management function.
- Insurance & Claims Administration function.
- Business Continuity & Corporate Resilience function.
- Corporate Risk Champion network.
- Wider risk, insurance and BC resources.

Number of reports:

Direct reports: 3

Indirect reports: 11

Financial Responsibilities:

- Accountable for the insurance fund/insurance provision and claims handling budget circa £1.1m per annum.
- Accountable for the insurance premiums budget circa £1.8m per annum.
- Liaison with legal advisers, loss adjusters and departmental managers on quantum decisions.
- Direct strategic influence over risk-related decisions that materially impact council budgets, reserves, capital programme representing indirect advisory influence across a total revenue budget in excess of £230m.

Main purpose of Job:

The Head of Enterprise Risk is the Council's lead authority on risk and resilience, operating at a strategic corporate level to set direction and drive organisational performance in these critical areas. The role provides decisive leadership across enterprise risk management, insurance and claims, and business continuity, ensuring these functions are fully aligned to the Council's priorities, statutory obligations, and long-term financial sustainability.

The postholder carries corporate accountability for embedding a robust, organisation-wide culture of risk awareness, assurance, and resilience. This includes ensuring that risk is proactively identified, rigorously managed, and effectively integrated into decision-making at all levels of the organisation.

As a key member of the Council's senior leadership community, the Head of Enterprise Risk acts as a trusted strategic adviser to the Corporate Leadership Team, elected Members, and formal governance bodies. The role provides authoritative guidance and challenge on matters relating to risk exposure, governance effectiveness, and resilience, directly influencing strategic decisions and safeguarding the Council's operational and financial integrity.

Organisational accountabilities:

- **Leadership**

As a senior leader within the council, the postholder will take collective responsibility for driving cross-council initiatives, ensuring that change is embedded in a sustainable and effective way, while providing visible corporate leadership that enables staff to understand and contribute to the organisation's strategic objectives. The role will lead and be accountable for the delivery, performance and continuous improvement of the service, directing activity both internally and externally, translating strategic priorities into clear operational plans, and fostering a high-performing culture built on professionalism, capability, accountability and consistent standards.

- **Resources/Financial Management**

Lead and hold accountability for robust financial management across the service, driving effective budget control and ensuring the council consistently achieves value for money from its expenditure. Champion and drive the development of outcome-focused commissioning and commercial approaches, identifying and delivering opportunities that improve efficiency, strengthen accountability for outcomes, and support the council's wider financial and service delivery objectives.

- **Service leadership and Management**

Lead and hold accountability for the effective leadership and performance of the service, setting clear standards, expectations and direction to drive delivery and continuous improvement. Provide strong, visible leadership that builds capability, develops professional expertise and fosters a high-performing culture characterised by accountability, consistent standards and a proactive, "can-do" approach.

- **Strategy Development**

Lead the development and delivery of a clear strategic direction for the service, aligning service priorities with the Council's wider objectives and future challenges. Drive continuous improvement by identifying opportunities to innovate, modernise and enhance service delivery, embedding a culture that values efficiency, performance, adaptability and sustainable outcomes.

- **Partners and stakeholders**

Build and maintain effective working relationships with internal stakeholders, local partners and relevant external organisations to support the delivery of high-quality HR operational services. Engage and influence across the Council to ensure alignment between HR Operations and service needs, fostering collaborative working that supports joined-up service delivery, improves efficiency and contributes to reducing organisational demand.

- **Business Change**

Lead and drive the delivery of change and improvement activity across the service, implementing and embedding effective ways of working that enhance performance, efficiency and customer experience. Actively contribute to the development of a positive and consistent corporate culture by aligning service delivery with organisational priorities and identifying opportunities to improve efficiency and support cost savings.

- **Compliance**

Lead and hold accountability for compliance within the service, ensuring all activities operate in line with the Council's Constitution, Standing Orders, financial regulations, health and safety requirements and safeguarding responsibilities. Own the management of risk and performance within the service, ensuring robust systems, controls and governance arrangements are in place and operating effectively.

- **Equality and Diversity**

Uphold and promote the aims of the council's equality and diversity policies to ensure non Discriminatory practices in all aspects of work, and that diversity is embedded in everything, from workforce planning and policy development to service delivery.

Main Accountabilities:

The postholder is accountable for the following outcomes across the three functions within scope of the role.

- Lead the council's enterprise risk framework, ensuring it is embedded across corporate planning, governance, performance, transformation and recovery.
- Define and promote the council's approach to risk appetite, tolerance, escalation and assurance to support consistent strategic decision-making.
- Provide corporate oversight of strategic, operational, financial, regulatory and reputational risks, ensuring they are understood in a connected and proportionate way.
- Serve as the council's senior adviser on enterprise risk, providing regular written assurance to the Lead Commissioner, Section 151 Officer, CLT and Audit Committee.
- Shape the corporate assurance picture by integrating risk information with finance, audit, performance, complaints, health and safety and other sources of intelligence.
- Embed risk management into commissioning, procurement, programme management, capital investment, transformation and service planning.
- Provide influence over financial sustainability by advising on risk exposure, mitigation, reserves, provisions and medium-term financial planning.
- Challenge weak risk ownership, unsupported optimism and ineffective controls, promoting a culture of accountability, learning and managed risk-taking.
- Maintain strong external relationships with insurers, brokers, claims handlers, legal advisers, loss adjusters and professional networks.
- Hold strategic responsibility for the council's insurance and claims arrangements, ensuring effective cover, value for money and appropriate risk transfer.
- Use insurance and claims data to identify trends, reduce loss exposure and inform financial and risk-financing decisions.
- Provide corporate leadership for business continuity and resilience, ensuring the council can anticipate disruption, maintain critical services and recover effectively.
- Strengthen resilience across people, systems, estates, suppliers and critical dependencies through coordinated planning, testing and lessons learned activity.
- Lead and develop the corporate Risk Champion network, ensuring consistent standards, engagement and cross-directorate learning.
- Provide visible leadership of people resources through setting direction, managing performance, developing staff and deploying resources effectively in line with corporate priorities.

Person Specification:

Head of Enterprise Risk

Qualifications	**Essential / Desirable**
Professional Qualification or equivalent in risk management and insurance e.g. Institute of Risk Management (IRM), Chartered Institute of Insurers (CII).	E
Degree or equivalent qualification.	E
Post graduate or professional qualification demonstrating advanced depth of knowledge across risk, insurance and/or business continuity disciplines.	E
Skills and Experience	
10+ years of relevant strategic enterprise risk management experience, with demonstrable evidence of operating at senior/corporate leadership level in a complex organisation including evidence of contributing to corporate and strategic management across the breadth of the organisation.	E
Experience of placing insurance programmes and claims handling.	E
Proven experience of designing and leading enterprise-wide risk frameworks that have influenced strategic choices, resource allocation and major programmes that contributes to the corporate and strategic management of the Council.	E
Demonstrated experience of leading multiple departments or functions simultaneously, including setting strategic direction for departmental heads and holding them accountable for delivery.	E
Experience of using Enterprise Risk Management frameworks to support MTFS, recovery or turnaround plans, exercising advisory influence over significant budget provisions, reserves or risk-related financial decisions including advising CLT and audit committees on risks to financial sustainability.	E
Extensive experience of presenting and constructively challenging senior leaders, Members and/or boards on strategic risk including financial resilience, transformation and commercial risk.	E
Proven experience in managing and negotiating insurance contracts and claims, with a thorough understanding of the insurance market.	E
Evidence of using risk and claims insight to shape corporate strategies, improvement plans and/or recovery plans with examples of developing original risk policy or innovative approaches to risk management that have had impact beyond the immediate risk function.	E
Substantial experience leading an insurance and claims function at senior management level, including setting strategy, performance standards and overseeing tenders, renewals and significant claims.	E

Experience working with executive teams to deliver enterprise risk reports and analysis and being a senior trusted advisor.	E
Demonstrable experience developing collaborative working relationships, excellent interpersonal skills, able to influence, build and maintain strong working relationships with a wide range of stakeholders at all levels.	E
Demonstrated experience of leading a Business Continuity function at senior level, including Business Continuity Management framework development, cross-organisational Business Continuity planning and exercise programmes.	E
Able to communicate complex information clearly and persuasively, in writing, verbally and through formal presentation, and to build the trusted stakeholder relationships needed to influence decisions and drive change at the most senior levels.	E
Ability to deliver at pace and to be able to meet changing priorities as and when necessary.	E
Insightful business awareness with the ability to understand and analyse changing business context to assess and manage risk.	E
Ability to align risk management with organisational objectives, ensuring the protection of the council's assets and the achievement of strategic objectives.	E
Knowledge	
Advanced knowledge of risk management methodologies, including ISO 31000 and other risk management standards, and how to apply them effectively across the council representing specialist depth of professional and technical knowledge at the forefront of the discipline.	E
Extensive knowledge of risk management principles, frameworks and best practices, and how they apply in a complex public sector organisation.	E
Deep knowledge of risk appetite, risk maturity models, assurance frameworks and how ERM underpins financial sustainability and good governance.	E
Ability to align risk management with business objectives, ensuring the protection of the council's assets and the achievement of strategic goals.	E
Ability to identify, assess, and manage a wide range of risks, including financial, operational, reputational, and strategic risks.	E
Knowledge of risk assessment tools and methodologies, including risk registers, risk matrices, and scenario analysis.	E
Knowledge of local government finance: MTFS, reserves strategy, capital programme and budget setting demonstrating breadth of knowledge across corporate finance, governance and planning processes.	E

Experience of managing a business continuity function, as well as knowledge of business continuity management frameworks (ISO 22301), business impact analysis and exercise design.	E
Knowledge of local government governance: s151, Monitoring Officer, CLT, Cabinet, Audit Committee and Commissioners.	E
Knowledge of self-insurance models, risk pools, captives and alternative risk financing mechanisms.	D
Demonstrates an awareness of the Values and behaviours expected from Slough Borough Council to promote a positive working environment and culture.	E
A commitment to equality and diversity.	E