Blacktown City. Made Together

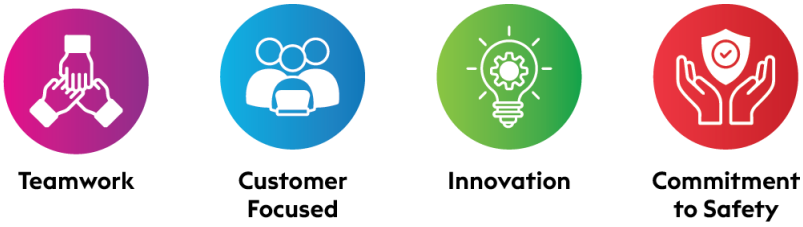
Position description

IT Governance and Compliance Officer

Summary information

Section	Digital Services	**Directorate**	Digital Services
BCC number(s)	BCC1848	**Position type**	Permanent, full-time
Grade	Grade 14	**Skill descriptor**	Band 3 Level 3
Reports to	Senior Coordinator IT Service Management	**Direct reports**	No
Approval limit	$0	**Release limit**	$0
Created/reviewed	October 2026		

Our values



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all of their objectives.

Blacktown City Council

1. Position purpose

This role is primarily responsible for driving the ongoing development, implementation, and oversight of Council's IT governance, risk management and compliance frameworks, with a strong emphasis on policy development, assurance activities, compliance monitoring, and governance reporting across the organisation. Working in an advisory and oversight capacity, the position ensures that Council's IT activities adhere to approved policies, regulatory requirements, and best practices, and provides independent assurance and expert advice to support effective decision-making by senior management.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

2. Qualifications and experience

Essential:

- Degree qualification in a related field
- In-depth experience in a similar role focusing on IT governance, risk management, compliance, or assurance
- Current class C driver's licence.

Desirable:

- CGEIT, CRISC, CISA or equivalent Information Technology governance and risk management certifications
- Knowledge of Information Technology Governance frameworks and standards (e.g. COBIT, TOGAF, ITIL)
- Knowledge of technology related regulations and standards (e.g., CPS 231, CPS 234, PCI DSS).

3. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4. Key accountabilities

Position specific

- Lead the development, review, and continuous improvement of Council's IT governance, risk and compliance policies and frameworks (e.g., Information Security Management Framework), ensuring they remain effective and aligned with industry best practices and regulatory requirements.

- Ensure organisation-wide adherence to Council's IT governance policies, procedures and standards through regular communication, guidance, and compliance monitoring.
- Provide oversight and assurance for key IT service management processes (including Incident, Problem, Change, Release Management and IT Disaster Recovery) to verify these processes are performed in compliance with approved policies, controls and risk management requirements.
- Prepare and deliver IT governance, risk and compliance reports (including risk register status, audit outcomes and compliance metrics) to senior IT management and relevant governance forums, providing independent advice and recommendations to support informed decision-making.
- Oversee the management of Council's IT risk register by facilitating risk identification, assessment and regular reviews, and ensuring risk mitigation actions are tracked and reported.
- Facilitate internal and external IT audit activities, coordinating the provision of information to auditors and monitoring the implementation of audit recommendations to improve IT controls and compliance.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
    - familiarise yourself with our volunteers policy and standards
    - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
    - undertake training needed to effectively coordinate volunteers
    - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5. Duties

- Oversee and facilitate the regular review and updating of Council's IT risk register by relevant risk owners, ensuring all significant IT risks are identified, assessed, and mitigation actions are documented and monitored.
- Oversee the development, maintenance and quality of all IT governance, risk and compliance documentation (e.g., policies, standards, frameworks, risk registers, audit evidence), ensuring materials remain up to date, meet all relevant compliance obligations, and are readily available for internal and external audits.
- Coordinate and support internal and external IT audit processes, including ensuring timely provision of information to auditors.
- Monitor and ensure the completion of scheduled IT security control and compliance activities (as per the IT security and compliance calendar) by responsible teams, verifying that critical security tasks are carried out in compliance with Council's policies and standards.
- Track and report on the implementation of IT audit findings and recommendations (audit register), ensuring that corrective actions are completed by responsible parties within agreed timeframes.
- Escalate any significant IT governance, risk or compliance issues to the Senior Coordinator IT Service Management and the Chief Digital Officer, ensuring timely management attention to critical governance matters.
- Prepare and present regular IT risk and compliance status updates, including analysis of the IT risk profile, audit registers, and overall IT compliance posture, to senior management and (as required) to relevant governance bodies.

- Lead and coordinate the periodic review and updating of the Information Security Management Framework and other key IT policies, engaging appropriate stakeholders to maintain alignment with industry best practices and legal requirements.
- Identify and analyse trends in IT risk and security issues and recommend process or control improvements to strengthen IT governance; provide this advice to the Senior Coordinator IT Service Management and other key stakeholders.
- Oversee and support the planning and execution of key IT security testing and assurance activities (e.g., vulnerability assessments, penetration tests), liaising with internal teams and external vendors to ensure tests are completed and results are appropriately addressed.
- Ensure effective use and upkeep of the governance and risk management modules within Council's IT Service Management (ITSM) system or other Governance, Risk & Compliance (GRC) tools, so that data remains accurate and available for monitoring and reporting purposes.
- Plan and oversee periodic IT disaster recovery (DR) tests and exercises, coordinating with technical teams to validate business continuity plans, and ensuring that outcomes are reviewed and improvements implemented.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6. Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name:	
	Signature:	Date:
Supervisor	Name:	
	Signature:	Date: