

Position Description

Position Title:	Service Delivery Manager - Risk Insights and Governance (RIG)
Reports to:	Executive Manager, Risk, Insights and Governance (RIG)
Division:	Corporate Services
Location:	Orange, NSW or remote/hybrid
Employment Status:	Permanent
Hours:	Full Time, 36.75 hours/week
Salary Band:	REL 1
Citizenship:	Permanent Right to Work in Australia

About us

RIC (Regional Investment Corporation) is an Australian Government finance provider for farmers and farm-related small businesses. We were established under the *Regional Investment Corporation Act 2018* (RIC Act) to provide low-cost loans to strengthen Australian agriculture and grow thriving regional communities.

RIC farm loans support our customers to prepare, manage through and recover from drought, natural disasters or biosecurity risks causing severe financial disruption. We help accelerate plans for first-generation farmers and next-generation farmers.

Our culture & people

Our people have vision and are empowered to build a leading Australian Government agency known for its contemporary service, expertise, and integrity. They are committed, innovative and their achievements are celebrated. They are as diverse as the work they do. RIC has a vibrant culture which is based on the following Culture Statements:



Be bold, act with purpose



We are down to earth



We embrace difference and act as one



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Our customers

We aim to deliver a first-class customer experience by partnering with our customers from the beginning of their journey with us. We respect the time of our customers by being transparent with them about the loan process, keeping things simple and understanding their needs.

Put simply, our customer experience principles are:



- Respect my time
- Simple and Seamless
- Partner with me
- Understand me

About the job

The RIG Service Delivery Manager role plays a pivotal role within the Risk, Insights, and Governance (RIG) team, part of our Corporate Services Division. This position supports the Executive Manager, RIG, in owning and driving the successful delivery of assigned business initiatives and enhancing operational effectiveness across the team.

The role involves planning and delivery of key initiatives and workstreams, applying structured and agile approaches to ensure progress, alignment, and timely outcomes. You will help define and track delivery plans, lead cross-functional collaboration, and devise innovations to ensure the continuous improvement of team practices and reporting.

In addition to initiative delivery, the role draws on business analysis and risk management expertise to support and lead the execution and monitoring of assigned team priorities. It also includes coordinating team activities, facilitating internal business unit reporting, and managing the delivery of key external service providers, including our Monitoring & Evaluation and Internal Audit partners. You will have responsibility for the outcomes of these engagements and ensuring they deliver enduring strategic impact.

Key Responsibilities

Initiative Planning and Delivery

- Support the Executive Manager, RIG by leading the planning, coordination, and delivery of multiple initiatives and projects, ensuring alignment with organisational strategy and goals.
- End-to-end ownership of key initiatives including developing business cases, delivery plans, scopes, schedules, budgets, and track the progress of assigned initiatives against key objectives, including core milestones, key performance metrics and benefit realisation.
- Establish project priorities, monitor performance and proactively manage risks, issues, and dependencies.

Analysis and Business Unit Reporting

- Undertake Business Analysis activities to support decision-making, including identifying trends, risks, and performance insights, bringing an “on-the-business” strategic perspective
- Own the preparation of regular RIG team and business unit reporting, ensuring accuracy and alignment with organisational requirements. Oversee and support the progressive development, implementation and effective operation of RIG processes, tools, and templates to support continuous improvement and enhance team performance.

Vendor and Contract Management

- Own the strategic delivery of services from assigned key external providers (e.g. Internal Audit, Monitoring & Evaluation), ensuring outcomes are aligned with RIC’s business objectives and informed by its operating context.
- Drive vendor performance and contract execution by ensuring timely access to data, maintaining accountability for deliverables, and managing documentation and milestone tracking to support continuous improvement.

Stakeholder Engagement

- Build and maintain strong relationships with key stakeholders across the organisation and externally, including government agencies, industry partners, and specialists.
- Facilitate cross-functional collaboration to ensure the successful implementation of risk initiatives.
- Lead regular project reporting and communication to the Executive Leadership Team (ELT), Committees, and other stakeholders.

About you

Job capabilities

- A proactive and adaptable mindset, and the ability to manage multiple priorities in a dynamic environment.
- Demonstrated ability to take ownership of outcomes and drive assigned strategic initiatives from ideation to completion
- Ability to build and foster strong relationships and work collaboratively with internal and external key stakeholders
- Strong analytical and problem-solving skills
- Ability to manage multiple priorities and initiatives simultaneously
- Excellent verbal and written communication and presentation skills

Knowledge and Experience

- Experience in agribusiness lending, including understanding the financial needs and challenges faced by farm businesses and the agricultural sector in Australia would be an advantage.



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- Tertiary qualifications in Risk Management, Business Administration, or a related field.
- Proven experience in risk management and demonstrated understanding of project management fundamentals
- Demonstrated track record managing multiple priorities and initiatives simultaneously
- Ability to work independently and as part of a team.
- Experience working with other government entities in related fields would be highly advantageous including familiarity with government policies and regulations affecting the agricultural sector
- Experience in data analysis and reporting is desirable.

Eligibility/Other Requirement

You will be required to undergo pre-employment screening including:

- National Police History Check
- Financial Background
- AML/CTF
- Politically Exposed Person (PEP)
- Baseline Australian Government Security Vetting Clearance or above or a willingness to undertake a security vetting process

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description.

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