PO Box 51, Rarotonga Cook Islands. Phone (682) 29391. Website: www.ciic.gov.ck

JOB DESCRIPTION

Job Title:	**Chief Risk Officer**
Division:	Corporate Services
Responsible To:	Chief Executive Officer (CEO)
Responsible For:	Initially 0-1 FTE (.5 FTE support) with a plan to build capability across CIIC and CIIC Group via Risk Champions
Job Purpose:	This new leadership role provides professional advice and analysis to support the CEO and the Board of CIIC on the strategic, corporate and group risk profile of the Corporation and its subsidiaries. The role will establish and embed CIIC's risk management function, governance and reporting, policies and frameworks, and build risk capability across CIIC and the CIIC Group. It will also provide initial oversight and support for compliance, business continuity and crisis management, risk-based internal audit planning, and CIIC's captive insurance administration.
Job Band/Jobwise:	Leadership Pathway
Date updated:	November 2025

AGENCY VISION

The vision that CIIC aspires to contribute to is:

Ko te turanga tiratiratu i te puapinga o te iti tangata ka riro te reira i te akamatutu i te tupu'anga o te iti tangata, to tatou tango, no te tuatau ki mua.

Quality public assets that empower our people, our places, our future.

CIIC's vision has an extensive remit, therefore has a vast scope of responsibilities and contributes in a number of ways to the National vision and the national development sustainable plan.

CIIC's vast scope of responsibility includes:
1. Crown land, Government infrastructure including Government buildings,
2. The Ports and Airports of Rarotonga and Aitutaki,
3. Te Aponga Uira Power Authority and Te Mana Uira o Araura,
4. Bank of the Cook Islands,
5. Investments in reticulated Water and Sanitation,
6. Telecommunications infrastructure and enterprises including Avaroa Cable,
7. Facilities management including Punanga Nui Market; and
8. Seabed mineral assets and enterprises

The CIIC has a vast scope of responsibilities with technical ownership of all crown assets and contributing to national development across a number of areas.

AGENCY VALUES

ORGANISATIONAL STAFFING STRUCTURE

KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
Note: Detailed KRAs and KPIs are provided in the attached CRO Establishment Workplan (12–24 months).	
The role will focus on these priority areas: 1. Risk Governance Support 2. Enterprise Risk Management (ERM) Framework 3. Risk Culture and Capability Building 4. Collaboration 5. Strategic and Operational Risk Oversight 6. Business Continuity and Crisis Management 7. Internal Audit – Establishing Assurance Processes 8. Compliance – Policy and Regulatory Alignment 9. Policy Governance and Standardization 10. Insurance Captive Support – Risk Financing and Insurance Management	**Indicative milestones for the first 12-24months:** • Audit & Risk Committee charter and protocols approved within 3 months. • ERM framework and core risk policies approved within 6 months. • Risk registers established and quarterly reporting commenced within 9 months. • Business continuity framework approved within 9 months; crisis exercise completed within 12 months. • Compliance framework implemented within 6 months; quarterly reporting in place. • Initial risk-based internal audit plan endorsed within 12 months. • Insurance captive governance documented within 6 months; monthly reporting by Month 9.

REQUIRED KEY RESULT AREAS/OUTPUTS

Values – Displays the CIIC Values	• Employees displays consistently the CIIC Values of Kia Orana (Cook Islands Pride), Akairo (Legacy), Tu Rangatira (Professionalism) and Ora'anga Matutu (Health & Wellbeing) in the workplace. • Act honestly, truthfully and abides by the laws of the Cook Islands at all times • Provides impartial advice and makes decisions based on merit • Serves the people of the Cook Islands faithfully. • Treats people with courtesy and respect. • Takes action and makes decisions in an open and transparent way. • Is able to explain reasons for actions taken and takes responsibility for those actions. • Achieves good results for CIIC, government and the people of the Cook Islands in an efficient and effective way.
Professional Ethics & Code of Conduct Understands CIIC professional Ethics & Code of Conduct and is recognised by colleagues in this area.	• Employee is on time to work each day. • Employee is always dressed appropriately for their role • Promotes teamwork and works with team to meet agreed objectives and goals • Communicates regularly with colleagues • Looks for ways to improve work methods and solve workplace problems • High quality of job performance

		• Healthy behaviour displayed at all times • Has a commitment to the vision and values of the CIIC • Responsible use of resources • Maintains privacy and confidentiality
Health & Safety Adheres to Public Sector Health & Safety standards and adheres to the CIGOV Health & Safety Policy as well as Agency requirements.		• Works in a manner that does not create a hazard to their own safety or the safety of others • Promotes healthy and safe working environment for self and others. • Identifies and reports hazards and ways to eliminate or mitigation risks in the workplace • Uses the correct tools and equipment in the manner prescribed for the job • Uses the required safety equipment and protective clothing (where required) • Reads, understands and complies with the agency OSH work processes and practices • Complies with reasonable instructions from Managers on OSH work processes and practices • Reports OSH-related incidents, accidents, or illnesses to managers and/or employers

WORK COMPLEXITY – INDICATE CHALLENGING PROBLEMS SOLVING DUTIES TYPICALLY UNDERTAKEN – 3–4 EXAMPLES

1	Establishing an enterprise-wide risk management framework that aligns risk appetite with business strategy across multiple departments and SOEs.
2	Analysing and interpreting risk data to provide clear, actionable insights to the Board and executive leadership.
3	Balancing concurrent streams of framework design, policy development, training and reporting under tight milestones.

AUTHORITY – EXPLAIN THE AUTHORITY, IF ANY

Financial	Not applicable
Staff	Initial resourcing will include 0.5 FTE support (from within CIIC), with a plan to review resourcing after 6 months and evolve to a dedicated support role(s) as needed. The role will build capability across CIIC and the CIIC Group by upskilling SOE employees as Risk Champions, supported by clear tools, training and governance.
Contractual	Not applicable

FUNCTIONAL RELATIONSHIPS – LIST THE EXTERNAL & INTERNAL TYPES OF FUNCTIONAL RELATIONSHIPS

Internal (Within the Agency)	**Nature of Contact**	**External** (Outside the Agency)	**Nature of Contact**
Chief Executive Officer and CFO	**Heavy** Concern for quality and standards Day to day, ongoing routine Oral, written and presentation skills; analytical and report writing skills; negotiation skills; investigative and reconciliation	SOE staff responsible for risk management Captive Manager	**Heavy** • Partners on identifying and assessing risks. • Provides administrative and operational support;
Board of Directors	**Medium** Providing regular risk reports to the Board to assist the Board	Contractors, consultants (across various functions)	**Medium** Building relationships with key stakeholders Customer centric

CEO	in fulfilling its risk oversight responsibilities. Providing reports to the CEO when directed for Board and Minister requirements		
All staff and divisions	**Light:** Advise, collaborate, influence, inform and deliver.		

QUALIFICATIONS OR EQUIVALENT LEVEL OF LEARNING

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	**Desirable:** (other qualifications for job)
Bachelor's Degree in a related field	Post-graduate qualifications in any of the related fields relevant to the job.

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	**Desirable:** (target number of years
At least 7 years' experience in risk management and/or captive insurance	• 10 years of experience working in the Public and Commercial sector. • Experience working for a multi-faceted organisation similar to CIIC.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	List Key Skills/Attributes/Specific Competencies
Expert	• Strong analytical and problem-solving skills • Strong ability to assess and analyse financial and non-financial risk and other information and provide advice accordingly • Ability to think and act strategically • Excellent time management/organisational skills • Is decisive and takes action at the opportune time.
Advanced	• Well-developed interpersonal skills.
Working	• Strong policy development skills.
Awareness	• Business Acumen • Understanding of, and commitment to developing the Cook Islands people, culture and the professional environment.

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

_____   _____
CEO   Date

_____   _____
Employee   Date

This workplan outlines detailed Key Result Areas (KRAs) and Key Performance Indicators (KPIs) for the Chief Risk Officer role during the establishment phase.

KEY RESULT AREAS (KRAs)	KEY PERFORMANCE INDICATORS (KPIs)
Enterprise Risk Management (ERM) Framework • Develop, implement, and continuously improve an integrated risk management framework across CIIC and the CIIC group. • Establish policies and processes for risk oversight, monitoring compliance with risk limits, and managing exposures. • Maintain understanding of external stakeholder requirements and reflect in internal policies. • Develop risk management tools, practices, and policies to analyse and report enterprise risk.	• CIIC and CIIC Group-wide ERM framework implemented and reviewed annually. • Risk registers completed for CIIC business units and SOEs. • Critical risks identified, monitored, and mitigated within defined tolerance levels.
Risk Culture and Capability Building • Promote a strong risk-aware culture and build risk management capabilities throughout the organisation. • Embed Risk Management Framework and policies into visible reporting. • Deliver risk training and awareness campaigns.	• Staff completing risk training. • Positive Board and executive feedback on risk leadership. • Improved risk ownership at executive and operational levels.
Collaboration • Work with all CIIC divisions, SOEs, and stakeholders to determine appropriate risk levels and manage relationships.	• Positive feedback from internal stakeholders. • Documented and agreed risk appetite statements endorsed by all relevant units.
Strategic and Operational Risk Oversight • Provide expert oversight and advice on strategic, operational, and emerging risks impacting CIIC objectives. • Maintain and analyse risk registers, conduct root cause analysis, and recommend mitigation actions.	• Timely risk input for major strategic decisions. • Accuracy and relevance of risk reports provided to Board and Executive Committee.
Business Continuity and Crisis Management • Ensure organisation is prepared for major disruptions and crises. • Manage, update, and implement CIIC's Business Continuity Plan.	• BCPs tested and updated for all business units and SOEs. • Crisis management drills conducted; post-incident reviews closed within timelines.
Internal Audit • Develop and execute a risk-based annual audit plan aligned with organisational priorities.	• Board approves annual audit plan before financial year. • Audits completed within planned timelines and budgets.
Compliance • Maintain an up-to-date compliance framework and ensure compliance with all relevant legal and regulatory obligations.	• Compliance policies embedded in operations. • Regular monitoring and assurance reviews conducted.
Insurance Captive Support • Provide accurate and timely assistance in preparing, issuing, and maintaining insurance	• Policy documentation prepared within agreed timeframes. • Claims processed accurately and on schedule.

policies. • Support claims processing and record management. • Assist in regulatory and compliance support for captive.	• Regulatory filings completed on or before due dates.