



About RAA

Proudly South Australian since 1903, RAA has been trusted by members for over 120 years. While best known for road service and insurance, we now help more than 845,000 members with travel, energy, solar and battery solutions, EV charging, and more.

Our purpose is simple - to be **better for members, better for the community**. We advocate for safer roads, invest in sustainability, and help shape a smarter, more connected future for our state.

With 1,100+ employees, RAA is one of SA's most trusted brands - and a place where your work truly makes a difference.

Why Work with us?

Join one of SA's most iconic, community-minded organisations. Enjoy an inclusive culture, flexible ways of working, and meaningful opportunities to grow and contribute.

Here you'll find:

- Diverse career paths across multiple industries
- Great perks and wellbeing programs
- Ongoing learning and leadership development
- A collaborative, purpose-driven environment

Our values guide everything we do



We are member obsessed



We do the right thing



We deliver together



We courageously challenge

About the Job

Job Title:	Governance Risk Lead, AI
Business Unit:	Transformation
Position Reports to:	Senior Manager, AI Hub
Direct Reports:	None

Why the role exists

The Governance & Risk Lead, AI exists to ensure AI is adopted safely, ethically and responsibly across RAA, protecting member trust, privacy and organisational integrity as AI capability grows.

The role develops and oversees the governance, risk and compliance frameworks that support AI adoption, working across the AI Hub, business units and control functions to ensure AI initiatives meet legal, regulatory and organisational requirements without unnecessarily slowing innovation. It provides expert guidance on responsible AI practices, helping teams understand and manage risk and implement appropriate controls throughout the AI lifecycle.

You will also be required to perform other duties as reasonably directed from time to time.

Key Responsibilities	What Success Looks Like
WHS	- Take personal responsibility for your own safety and that of others and ensure that your work environment and practices are safe. - Perform your duties in accordance with the RAA Work Health and Safety Policy, and the Injury Management Roles and Responsibilities Procedure specific to your defined level of work.
Responsible AI Governance & Compliance	- Develops and continuously improves RAA's Responsible AI Framework, so AI is adopted ethically, safely and in line with organisational standards. - Establishes policies, standards and governance practices that keep pace with emerging AI technologies, organisational needs and regulatory requirements. - Ensures AI initiatives align with applicable legal, regulatory and organisational requirements, providing practical guidance to teams navigating compliance. - Balances innovation and risk by designing governance that is proportionate and fit for purpose, so oversight supports rather than unnecessarily slows delivery.
Risk Management & Assurance	- Identifies, assesses and manages AI-related risks across the organisation, considering privacy, bias, transparency, security and explainability. - Establishes monitoring and assurance processes that give the organisation confidence in the AI solutions it deploys. - Coordinates governance reviews and assurance activities with risk, legal, privacy, cyber security and audit stakeholders. - Monitors the effectiveness of controls and recommends improvements, so risk management keeps pace with the AI portfolio.
Ethical AI & Member Trust	- Champions fairness, accountability, transparency and privacy in AI decision-making, so RAA's use of AI reflects its values and member expectations. - Conducts ethical impact assessments for significant AI initiatives, identifying and addressing potential ethical risks before solutions are deployed. - Supports teams in navigating complex ethical questions and emerging AI challenges as they arise. - Strengthens organisational and member trust in AI through clear governance and transparent practices.

AI Governance Operations	• Maintains oversight of AI systems, use cases and governance records across the organisation, so RAA has a clear and current view of its AI landscape. • Ensures AI initiatives are appropriately classified based on risk and impact, so oversight is proportionate to each initiative. • Supports governance forums with timely reporting, insights and recommendations that inform decision-making. • Keeps governance activities efficient and practical, so oversight supports delivery outcomes rather than becoming a bottleneck.
Incident Management & Continuous Improvement	• Leads the governance response to AI-related incidents, issues or control failures, ensuring they are investigated, reported and addressed appropriately. • Captures lessons learned from incidents and issues, incorporating them into governance practices and controls. • Monitors evolving AI technologies and emerging risks, so governance approaches remain current and relevant. • Drives continuous improvement in responsible AI capability and governance maturity across the organisation.

About You

Your Qualifications

- Tertiary qualification in Law, Risk Management, Information Technology, Data Science, Business or a related field (mandatory)
- Certification or formal training in AI governance, responsible AI or ethics (desirable)
- Relevant privacy or risk management certification, such as CIPP or CRISC (desirable)

Your Experience

- Demonstrated experience in AI governance, risk management, compliance or a related control function within a complex organisation
- Experience developing and implementing governance frameworks, policies or standards for emerging technologies
- Experience partnering with legal, privacy, cyber security, risk and audit stakeholders to manage complex risk and compliance matters
- Experience conducting risk or ethical impact assessments for technology or AI-related initiatives

Your Skills and Knowledge

- Strong understanding of AI risk domains, including privacy, bias, transparency, security and explainability
- Sound knowledge of relevant legal, regulatory and industry requirements applicable to AI adoption
- Well-developed analytical and judgement skills, with the ability to balance risk management with support for innovation

Your Capabilities



Customer Focus



Drives Results



Being Resilient



Collaborates



Communicates
Effectively

Job Classification & Approval

Job Level

Instrument	Not Applicable
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Job Classification	Not Applicable
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Approval

Position	Name	Date
Manager		
People & Capability		