

<b>Job Title</b>	<b>Audit Manager</b>
<b>Job Family</b>	<b>Finance</b>
<b>Location</b>	<b>Waltham Forest Town Hall</b>
<b>Pay Scale</b>	<b>PO6</b>
<b>Purpose</b>	
Support the Assistant Director of Internal Audit and Anti-Fraud Shared Service and the Deputy Head of Internal Audit and Anti-fraud with the operational management of the Internal Audit function, ensuring that efficient and effective, quality service are provided to the Council that consistently comply with relevant legislation, regulations and best practice.	
<b>Generic Accountability</b>	<b>End Result / Outcomes</b>
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed to agreed time scales, within budget, and to the quality and standards required.
	Changes to priorities are accommodated.
	Service is delivered to organisational, customer and stakeholder requirements.
	Professional and legal compliance is assured.
Plan and carry out a range of investigations / reviews / inspections / surveys and assessments. Identify issues, resolving as appropriate and escalating complex problems if necessary. Report findings to appropriate managers	Activities are undertaken according to relevant guidelines / regulations / procedures
	Customer / stakeholder views are available to inform recommendations.
	Data and measurements are accurately recorded.
	Service enhancements made
Collate, process and analyse complex information. Ensure all required records and information are maintained correctly.	Information is processed according to procedure.
	Information is managed efficiently and accurately.
	Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / findings / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external within the agreed time frames.
	Issues are clearly summarised, progress and implications are reported.
	The Council's position is clearly stated.
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive.
	Problems are identified.
	Issues are managed through to a satisfactory conclusion or escalated if appropriate.
	Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area.	Requirements are effectively identified.
	All materials / activities are delivered to the required standards and timescales.
	Information / activities achieve desired results.

Support customers to develop / improve services, processes and best practice.	Customers identify and achieve the required improvements. Customer outcomes are monitored and achieved. Where appropriate, business sustainability is supported.
Challenge customers' practice to minimise fraud risks, referring concerns to line manager.	Fraud risks are identified, assessed, recorded and managed.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended.
	Agreed improvements are developed, delivered and evaluated.
	Changes are effectively communicated to others.
Lead specialist projects or improvement programmes, or contribute to the delivery of larger projects	Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.
	Projects are delivered to agreed specification, timescales and budgets.
	All project documentation and reports are completed correctly.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession.
	Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback)
	Technical and procedural advice is given.
Develop good working relationships and communicate effectively with internal / external organisations, partners and stakeholders. Represent specialist area internally and/or externally. Model, demonstrate and promote good practice relevant to the role.	Specialist work area reputation is maintained or enhanced.
	Stakeholders are engaged with activity relevant to them.
	Positive feedback is received from stakeholders.
	Communications are clear, well planned and effective.
	Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered.
	Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

<b>Job Specific Accountabilities</b>	
Provide an effective, efficient quality internal audit service to the Authority.	<p>Operational plans, briefs and budgets are produced for each audit and assignment, and actual performance is monitored and compared to the plans</p> <p>All audits and assignments are carried out in a timely manner, and comply with legislation and regulations, and in-house procedures</p> <p>Audit files and working papers are produced to a high and consistent standard; contain appropriate and relevant evidence to support the findings and audit opinion; and comply with relevant legislation and regulations for type of review being undertaken.</p>
Effectively manage and lead the in-house internal audit team	<p>Providing a clear sense of purpose and direction, to deliver the service's charter, strategy and activity plan</p> <p>Motivate and develop staff, ensuring all staff have the appropriate level of knowledge and skills required for their roles</p> <p>Monitor and evaluate performance, taking appropriate corrective action where necessary</p> <p>Internal audits and reviews are conducted with confidentiality and fairness, to the highest standards and recognised best practice, and comply with the Public Sector Internal Audit Standards</p> <p>Managers are regularly appraised of the progress being made on internal audits and reviews</p>
Establish an effective partnership with the Internal Audit delivery partner, external auditor, other authorities, professional bodies and relevant outside organisations to maximise the effectiveness of the Internal Audit Services	<p>Develop and maintain working relationships with the internal audit delivery partner.</p> <p>Desired skills transfer takes place between the delivery partner and the in-house internal audit team.</p> <p>Develop trusted relationships with key stakeholders</p>
Manage and carry out complex and/or high-profile internal audit and consultancy reviews into a range of varying activities	<p>Internal audit and consultancy reviews are carried out in a timely manner, follow best practice, and comply with legislation, regulations and the Council's procedures</p>
Regularly review and maintain the internal audit services policies, procedures, strategy and guidance.	<p>Documentation is kept up-to-date and relevant.</p> <p>Manual and computerised records are maintained in line with current legislation and Council policy.</p> <p>Policies, procedures and guidance are fit for purpose.</p>
Provide technical advice and support to officers, elected members, and partner organisations on your field of expertise.	<p>Accurate and timely advice and guidance is provided to service users;</p> <p>Support managers to identify, record and manage risks;</p> <p>Customers are aware of the types of risks that can affect their operational sphere, how to identify them, and the steps to be taken to control, manage or eliminate them.</p>

<p>Support the Deputy Head of Internal Audit and Anti-fraud with the development of the Internal audit charter, strategic statement, and audit plans service's activity and service plan; service level agreements and memoranda of understanding; and the business continuity plan (BCP).</p>	<p>Internal audit charter, strategic statement, and audit plans are produced, reviewed and monitored in a timely manner;</p> <p>Service plan and targets for area of responsibility are developed, agreed and communicated within required timeframe;</p> <p>Progress against objectives and plans is effectively monitored, delivered and reported;</p> <p>BCP remains fit for purpose and is tested at least annually Service level agreements produced, reviewed and remain fit for purpose;</p> <p>Reports for the Governance Board and the Audit and Governance Committee are accurate and produced in a timely manner.</p>
<p>Continuously improve and innovate, ensuring that the Council always has a fit for purpose internal audit and anti-fraud services</p>	<p>Ensuring that the Internal Audit Service conform to the Public Sector Internal Audit Standards, best practice and other relevant regulations.</p> <p>Suitably skilled resources are employed in the Internal Audit Service.</p> <p>Provide innovative ideas and outstanding solutions to business problems.</p> <p>Continuously review the quality of service delivery to ensure services are provided in the most efficient, innovative and effective way.</p>
<p>Coordinate and collate information from individual services and directorates for inclusion in management and committee reports; surveys; national and local returns; and benchmarking exercises. Assist with the preparation of the Service's reports for the Governance Board and the Audit and Governance Committee</p>	<p>Accurate information is obtained; all documentation is correctly completed and within the prescribed timescales and deadlines.</p> <p>Service areas comply with the range of anti-fraud policies and procedures and embed an anti-fraud culture within their respective services.</p> <p>Present information to the Governance Board and the Audit &amp; Governance committee.</p>
<p>Support the Deputy Head of Internal Audit and Anti-fraud with the collation, verification and evaluation of performance information.</p>	<p>Relevant performance information is designed and collected on a regular basis</p> <p>Accurate performance information extracted and reported to management in a timely manner.</p> <p>Trends, potential weaknesses and service enhancements are analysed, and the potential impact on the Council and the Internal Audit and Anti-fraud service are assessed, evaluated and reported to managers.</p> <p>Appropriate corrective action is taken to address performance that is off target.</p>

Maintain an up to date knowledge of the Council's financial regulations, contract procedures rules, code of conduct, constitution, and the policies, legislation, procedures and regulations relating to services provided by the Internal Audit Service.	<p>Knowledge is up-to-date and relevant</p> <p>Advice provided is based on current guidelines</p> <p>Policies, procedures and guidance remains fit for purpose.</p>
<b>Competency Level</b>	<b>Principal Officer/Manager – PO1-7</b>
<b>Nature of Contacts</b>	
<p>Consult with stakeholders to identify requirements. Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts.</p> <p>Wide range of external contacts, including other local services and external partners. Liaise with external contractors / suppliers. Colleagues, senior managers, customers and / or members of the public: to represent the service, give specialist advice and provide support. Respond to escalated and complex enquiries.</p> <p>Build and maintain effective working relationships deal with people at all levels confidently, sensitively and diplomatically. Liaise with the Chief Executive, Directors, Divisional/Assistant Directors, Heads of Services and senior managers, and elected members.</p> <p>Represent the Assistant Director of Internal Audit and Anti-Fraud Shared Service, the Deputy Head of Internal Audit and Anti-fraud, or the Director of Finance, at inter departmental working groups, Governance Board, Audit and Governance Committee, and Monitoring Officer Meetings, as appropriate.</p>	
<b>Procedural Context</b>	
<p>This role supports the organisation to deliver a value for money internal audit services through the design and provision of effective internal audit services, support and guidance to ensure that the Council's internal control, governance and risk management arrangements are robust and fit for purpose.</p> <p>The post holder will be required to work within a procedural framework and regulatory guidelines; work independently and as part of a team to resolve complex issues and proactively anticipate problems; and provide support to clients and colleagues through applying knowledge of systems, procedures and best practice. In addition, the post holder will contribute to the short and medium term planning for the service, and support initiatives, projects and improvement programmes within the service area</p> <p>The post holder will also be required manage a team of professional staff; to plan and organise their work and priorities; and to co-ordinate with others (internal or external delivery partners) to ensure that timescales and targets are achieved.</p> <p>In fulfilling this role, the post-holder will be working as part of the Internal Audit and Anti-fraud function and will be required to work flexibly for Waltham Forest, its partners and other public sector organisations where the Internal Audit and Anti-fraud Service has a contract or service level agreement to provide them with services.</p> <p>The Council are working with the London Borough of Enfield under a shared services arrangement for Internal Audit and Anti-Fraud delivery. The post holder may be required to work at Enfield Council premises, undertake work on behalf of Enfield Council or assist with management of Enfield work and officers as required.</p>	
<b>Key Facts and Figures</b>	

Appropriate DBS Clearance.

Full UK driving licence is desirable but not essential.

Required to work at various locations within and outside of the borough boundary including premises and locations within Enfield Council boundary.

### **Resourcing**

Budget responsibilities – Nil

Managerial responsibilities - 4 x FTE Internal Audit Executives – grade SO1, 1 x FTE Internal Audit Team Leader post (vacant)

Reports to Deputy Head of Internal Audit and Anti-Fraud

Information responsibilities: Safe keeping of confidential and/or sensitive information used for internal audits and reviews, data collection and output; Internal Audit services activity plan, charter and strategy; Service plan and performance management returns;

Contract responsibilities: Operational management of the contract with the co-sourced internal audit delivery partner (variable but around 700 productive audit days per annum, or the equivalent of 4 FTE auditors) approx. £250k spend per annum; range of minor contracts for services

Other responsibilities – Procuring, developing and maintaining the internal audit management application; data analytical applications, ICT equipment and software licenses.

### **Knowledge, Skills and Experience**

- Significant experience of recruiting professional staff and managing a team to deliver a quality professional service to customers, ideally in a public sector organisation;
- Substantial experience of working with senior managers, members and other key stakeholders, for example, external audit, contractors and external partners;
- Experience of managing a large contract and a track record for obtaining quality services and value for money from the contract;
- Experience of planning, monitoring and delivering continuous improvement in services; re-engineering processes; and managing change;
- Proven experience of planning, completing and leading complex internal audit reviews, and reporting outcomes in a clear, concise and effective way;
- Substantial knowledge of the operational and strategic issues affecting internal audit in the public sector, together with a good understanding of probity and ethics. Substantial knowledge of the Council's governance and internal control frameworks, and the Public Sector Internal Audit Standards;
- The ability to operate at all levels of client management and demonstrate authority and credibility to build relationships, influence and engage successfully with colleagues, partners and clients at all levels in complex or politically sensitive situations;
- Significant experience of writing reports, specifications, service level agreements, and technical documents. Substantial experience of writing detailed reports for complex reviews that are clear, concise, focussed and tailored for the intended audience;
- Excellent research, analysis, interpretation and evaluation skills. Demonstrable ability to identify and diagnose complex problems and issues, and develop innovative strategic solutions that demonstrates

initiative, strategic and political awareness.

- Excellent time management skills to manage a complex workload prioritise and set deadlines and cope with conflicting and changing demands.
- Proven ability to draft accurate and concise reports, policies, procedures, strategies, specifications and service level agreements to a consistently high standard and that are easily understood by the intended audience;
- Experience of using and developing internal audit management systems; information technology techniques for the interrogation of computerised records such as IDEA; and MS

#### **Indicative Qualifications**

Educated to degree standard or equivalent.

Hold a relevant professional finance qualification – CCAB Accountant and/or CMIIA and/or CIA / QIAL or equivalent demonstrable experience.

Hold a relevant business, law or management qualification (degree or HNC/D) (Desirable)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed