



panoramic
ASSOCIATES



Waltham Forest

Internal Audit Manager

September 2024



Waltham Forest

About London Borough of Waltham Forest

Bursting with culture, energy, and opportunity, the **London Borough of Waltham Forest** is a fantastic and exciting place to work.

We are a highly ambitious borough. Driven by culture and the innate creativity of our residents, we have developed new and innovative ways to build our communities. Our Council is relentlessly resident-focused, insight-led, digitally driven and commercially minded; a Council focused on meeting the needs of our existing and future residents.

London Borough of Waltham Forest is one of the Mayor of London's Good Work Standard employers. This accreditation is a proof of our commitment to creating a healthy, fair and inclusive workplace. This includes fair pay and conditions, workplace well-being, skills and progression and diversity and recruitment.





Waltham Forest

The Role

An exciting opportunity has arisen for an experienced Internal Audit Manager to join our Internal Audit and Anti-Fraud Service to provide the operational management support of the Internal Audit function.

You will lead, manage and develop a new team of in-house staff, deliver your own portfolio of audits and work alongside audit specialists and private sector contractors. Additionally, you will plan, control and co-ordinate the work required to deliver the Internal Audit plan and objectives, to ensure that efficient and effective, quality services are provided to enhance the Council's internal control framework.

You will have substantial internal audit experience at a senior level, as well as experience of working with senior managers and other key stakeholders, ideally in the public sector. You will have a demonstrable ability to effectively lead a team and deliver high quality end-to-end audits and projects. You will have the technical experience and expertise to support new developments and major change programmes by providing clear and constructive advice on risk, governance and internal control matters. Your ability to effectively engage and influence in a constructive manner will therefore be essential, demonstrating the value of a modern, agile and effective internal audit service.



Key Responsibilities

- Provide strategic and operational leadership to ensure the delivery of a high quality, cost-effective, and efficient internal audit service to the Authority.
- Effectively manage and lead the in-house internal audit team.
- Provide technical and authoritative advice, guidance and support to officers, elected members, and partner organisations on your field of expertise.
- Manage and carry out complex and/or high-profile internal audit and consultancy reviews into a range of varying activities.
- Ensuring internal audit plan delivery in-house and with internal and external delivery partners are delivered within allocated budget.
- Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems.
- Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.
- Operational Management of a contract with the co-sourced delivery partner.
- Direct line management of one senior internal auditor and six internal auditors.

Qualifications and Requirements

Educated to degree standard or equivalent or hold a relevant professional finance qualification – CCAB Accountant and/or CMIIA and/or CIA / QIAL, or equivalent demonstrable experience.

Relevant internal audit qualification such as IIA Certificate in Internal Audit and Business Risk.

Relevant business, finance, law or management degree or HND and /or finance qualification, such as AAT.

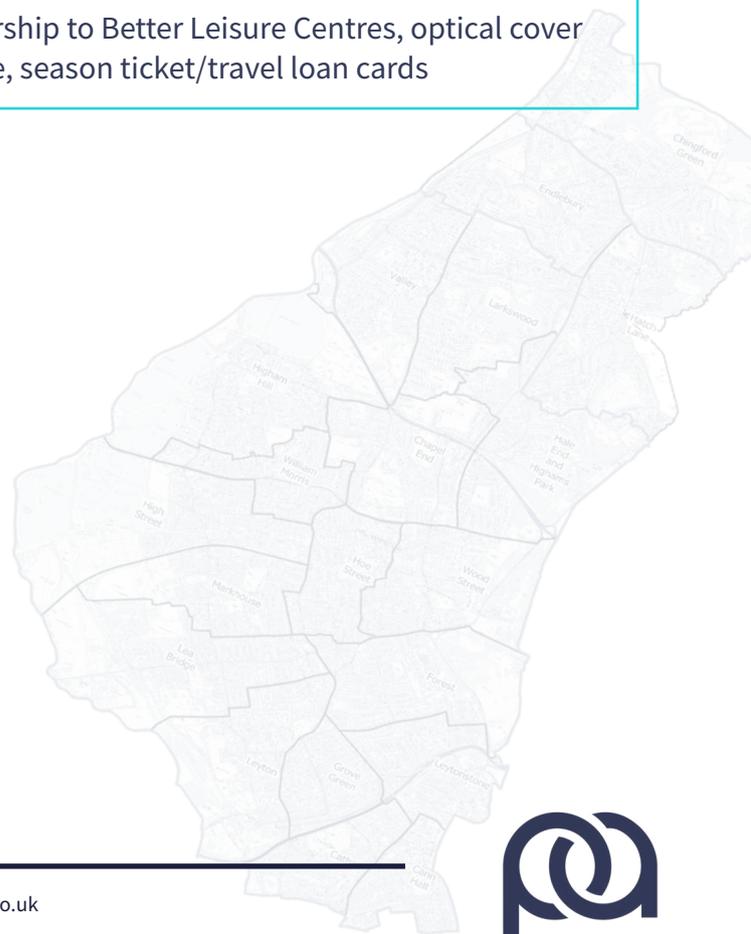
The post holder is also expected to have membership of relevant professional investigation memberships and complete associated continuous professional development requirements to be able to demonstrate ongoing continued professional development in the area of fraud and/or financial investigation.



Waltham Forest

Terms of Employment

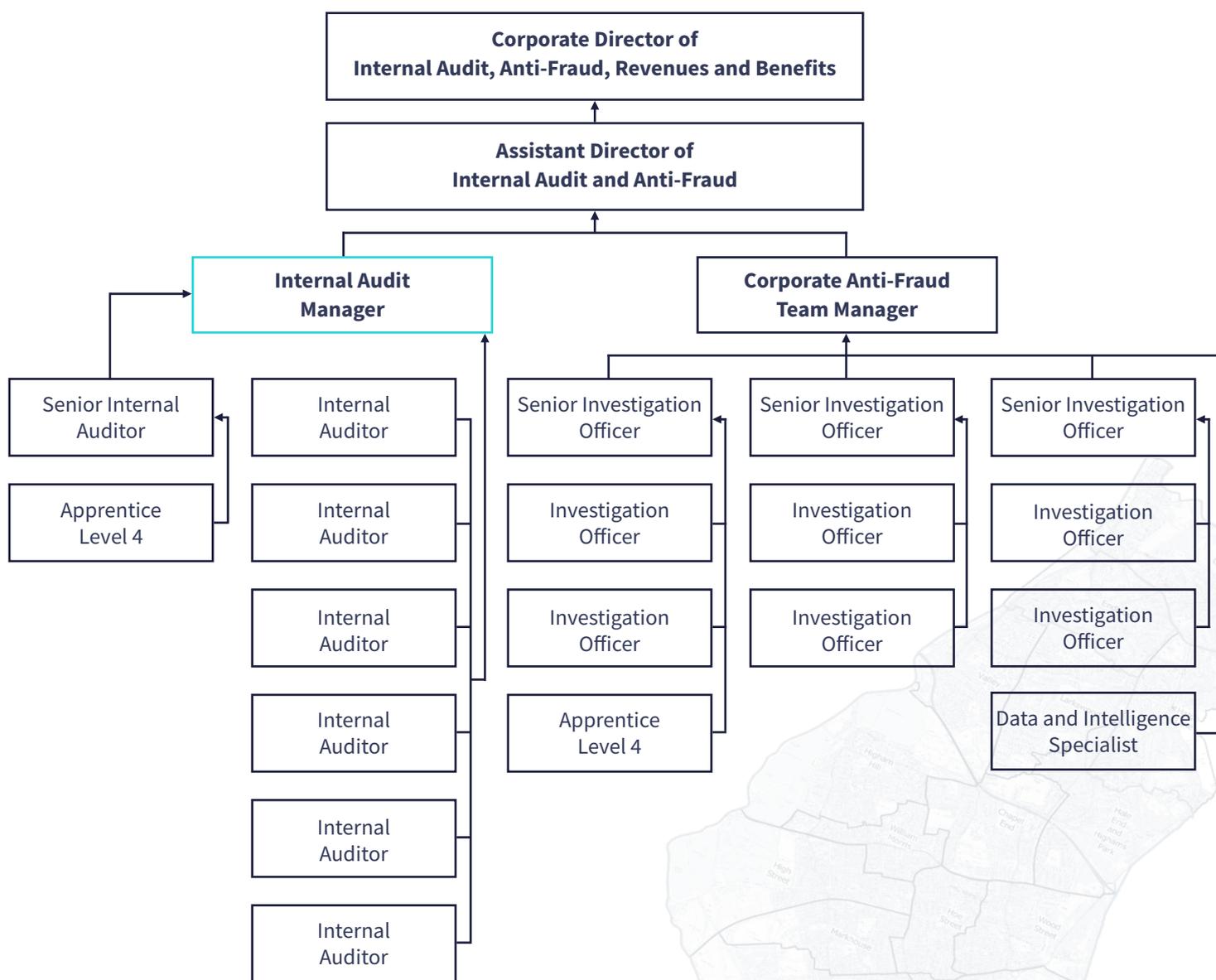
Salary	£60,468 - £63,879
Annual Benefits	29 days paid annual leave plus bank holidays
Maternity Leave	Available
Working Arrangement	Hybrid working system where employees work three days in the office and two days from home per week
Pension	Local Government Pension Scheme managed by Wandsworth Pension Service
Benefits Scheme (Sodexo)	Discounts with major retailers, attractions, cinemas, and restaurants
Other Benefits	40% discounted membership to Better Leisure Centres, optical cover dependant on screen use, season ticket/travel loan cards





Waltham Forest

Internal Audit and Anti-Fraud Services Structure 2024-25



Role Title	Internal Audit Manager
Job Family	Finance
Competency Level	Senior Manager
Pay Scale	PO9

Purpose

To support the Corporate Director of Internal Audit and Anti-Fraud and the Assistant Director of Internal Audit and Anti-Fraud with the delivery of an expert professional service and deputise when required.

To lead, plan, develop and deliver a professional internal audit service to the Council, ensuring the efficient and effective, delivery of a quality service that complies with relevant legislation, regulations and best practice.

To develop and foster excellent working relationships with senior officer and colleagues across the Council, and with the Corporate Anti-Fraud Team.

Generic Accountabilities	End Results/Outcomes
<p>Plan and manage service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>Service delivers excellent customer service.</p>
<p>Manage responses to complex and confidential professional or politically sensitive issues within the area of responsibility.</p>	<p>Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Major issues are managed through to a satisfactory conclusion.</p>



Generic Accountabilities	End Results/Outcomes
<p>Manage key relationships with delivery partners /providers / suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> <p>Customer outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>
<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Provide strong professional leadership to the team.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are identified, developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>





Generic Accountabilities	End Results/Outcomes
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p> <p>Regular supervision is undertaken, and clear objectives set and monitored through the Council's Appraisal process.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/ exceed its objectives.</p>	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Budgets are planned, developed and delivered with support to senior management. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>





Generic Accountabilities	End Results/Outcomes
<p>Ensure the successful implementation of health and safety legislation, policies and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>

Job-specific	End Results/Outcomes
<p>Provide strategic and operational leadership to ensure the delivery of a high quality, cost-effective, and efficient internal audit service to the Authority.</p> <p>Provide a clear sense of purpose and direction.</p>	<p>The Internal Audit service is managed in a way that delivers the Council's objectives.</p> <p>To assist the Assistant Director of Internal Audit & Anti-Fraud in engaging with senior officers, management and members to raise the profile of the internal audit service, promote a strong culture of embracing internal audit and to encourage management to engage in consultancy, advisory work and training.</p> <p>To ensure ethical standards and working to the standards expected in the 'Nolan Principles'.</p>





Job-specific	End Results/Outcomes
<p>Effectively manage and lead the in-house internal audit team</p>	<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>To plan, develop and oversee the efficient and effective deployment of internal audit resources within allocated budgets, to deliver an effective and efficient service.</p> <p>All audits and assignments are carried out in a timely manner, and comply with legislation and regulations, standards, and in-house procedures</p> <p>Operational plans, briefs and budgets are produced for each audit and assignment, and actual performance is monitored and compared to the plans and KPIs.</p> <p>The post holder will be required to work hours as determined by service delivery requirements, including occasional attendance at evening meetings if required.</p> <p>Stakeholders are regularly appraised of the progress being made on internal audits and reviews</p> <p>To motivate and develop staff to deliver a high performing service.</p>





Job-specific	End Results/Outcomes
	<p>To set and agree staff work plans, work objectives and deadlines for completion of work related to the internal audit work programme.</p> <p>To monitor and evaluate performance and provide constructive feedback to staff, taking appropriate corrective action where necessary.</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 partners.</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	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
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>





Job-specific	End Results/Outcomes
<p>Provide technical and authoritative advice, guidance and support to officers, elected members, and partner organisations on your field of expertise.</p>	<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 senior management 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</p> <p>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>





Job-specific	End Results/Outcomes
<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 & Governance committee.</p>
<p>Procurement and contract management</p>	<p>To procure and manage contracts for the provision of services as appropriate and ensure that mechanisms for measuring, monitoring and reporting on performance are developed and monitored.</p>





Job-specific	End Results/Outcomes
<p>Demonstrate effective service delivery 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>
<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>	<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>
<p>Deputise for the Corporate Director and/or Assistant Director of Internal Audit and Anti-Fraud in their absence or as required</p>	<p>Act as point of contact for any enquiries, issues, or advice for Internal Audit.</p> <p>Represent the Internal Audit and Anti-Fraud Service or the Assistant Director of Internal Audit and Anti-Fraud at inter-departmental working groups, Audit and Governance Committee, Governance Board, Information Governance Board, and the Strategic Leadership Team and any other meetings/boards as appropriate.</p>





Job-specific	End Results/Outcomes
	Produce required papers for Committees, Boards, Senior Leadership Team Meetings, within deadlines as required
Other duties	The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other duties as required by the service.

Nature of Contacts

Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery.

To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.

Represent the Internal Audit and Anti-Fraud Service or the Assistant Director of Internal Audit and Anti-Fraud at inter-departmental working groups, Audit and Governance Committee, Governance Board, Information Governance Board, and the Strategic Leadership Team and any other meetings/ boards as appropriate.



Knowledge, Skills and Experience

- Substantial and extensive experience of key financial systems audits and risk based internal auditing;
- Substantial experience of recruiting professional staff and managing a team to deliver a quality professional service to customers, ideally in a public sector organisation;
- Proven and substantial experience of dealing with performance, sickness, conduct and disciplinary amongst staff in a professional service area.
- Experience of managing conflicting priorities in a pressurised environment subject to frequent changing circumstances and external influences.
- Substantial experience of working with senior managers, members and other key stakeholders, for example, external audit, contractors and external partners;
- Significant experience of managing a large contract and a track record for obtaining quality services and value for money from the contract;
- Demonstrable experience of planning, monitoring and delivering continuous improvement in services; re-engineering processes; and managing change;
- Significant 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;

Knowledge, Skills and Experience

- 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
- Experience of the development and delivery of internal audit strategies, policies and procedures.
- Ability to work with high level internal and external stakeholders.
- Ability to manage complex service delivery within a challenging and political environment.
- Understands the commercial context of the service they provide.
- Detailed knowledge and application of the Nolan principles of public life.
- Strong appreciation of issues currently facing local government finance and management.
- Proven ability to be reactive, use initiative, and to make quick but reasoned decisions in order to deal with situations as they arise.
- Proven ability to meet deadlines and to organise workload according to changing priorities.



Waltham Forest

Terms and conditions

The below terms and conditions apply to this role:

- Satisfactory employment references and CIFAS identity checks;
- Satisfactory declaration of interest;
- Satisfactory DBS check;
- Continued professional body registration;
- Suitable driver's license (desirable);

This post is politically restricted therefore the post holder is disqualified from undertaking certain political activities under the Local Government Officers (Political Restrictions) Regulations 1990.

As a public authority, we must ensure that members of staff in public-facing roles are able to speak fluent English. This means that they must have a command of spoken English, with confidence and accuracy, sufficient for the effective performance of their role. This requirement does not refer to any particular English language qualifications, regional or international accents, dialects, speech impediments or the tone of conversations. It does not require staff to speak only in English.



How to Apply

Panoramic Associates Ltd is acting as an employment agency to London Borough of Waltham Forest on this appointment.

We hope you will consider making an application for this fantastic opportunity. To make an application, you will need the following:

- A CV which is tailored for this role.
- Contact details for two employment referees.
- Video interview with recruitment partner will be recorded and sent to client with some initial screening questions as requested by the client.

Alternatively, you can submit your CV direct to our consultants



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The closing date for applications is Sunday, 22nd September 2024.

