

ROLE PROFILE

Role Title	Chief Internal Auditor	
Service Group	LGSS	
Accountable to	LGSS Finance Services Director	
Post Number	59003703	
Grade	O	
JE Code	JE1421	Competency Level: 5

Purpose of Role

Strategically lead, deliver and develop Internal Audit, Insurance, Risk Management, Business Continuity, Anti Fraud, Procurement¹, Council Tax, National Non Domestic Rates and Benefits Services On behalf of LGSS to Northamptonshire, Cambridgeshire and Milton Keynes County Councils.

Key Objectives

1	Develop, improve and maintain the above services to review, improve and enhance corporate governance, corporate aims, objectives and nationally agreed standards on behalf of its committees
2	Formulate and authorise LGSS strategies and policies that further the organisations aims and evolve to reflect best practice and legislation
5	To direct and improve the delivery of a robust, high quality Internal Audit service providing assurance on the adequacy of LGSS systems of control and governance. Providing advice and guidance to the HoIA and Chair of Audit Committee.
6	To develop, improve and maintain Risk and Business Continuity support across LGSS and its partners to ensure risks are effectively and proportionately managed. Provide assurance to Directors, CLT's and the Audit Committees that risks are properly managed and the adequacy of those arrangements throughout the LGSS.
7	To develop, improve and achieve professional fraud investigations (civil and criminal) and prosecutions that are effectively and appropriately pursued in accordance with LGSS's zero tolerance policy.
8	Produce strategy and implement work programmes to ensure under the Civil Contingencies Act, Social Securities Act, Public Interest Disclosures Act, EU Procurement, Social Value Act and other relevant legislative requirements are properly delivered.
9	To develop and provide timely and accurate advice to the Corporate Leadership Team, Chief Executive, Leader, Cabinet Members, Audit Committee, Committee Chairs and any members of LGSS so that members of LGSS are

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- 1.

properly protected at all times.

Scope

The role has 3 key elements of scope

- (1) the Corporate role in supporting the LGSS, its officers and members so that effective governance helps deliver service objectives
- (2) a Corporate role to develop and improve Procurement opportunities across the LGSS providing support to services and Cabinet Procurement Committee's.

In respect of (1) & (2) the Corporate role is responsible for:

- 47 staff
- Budgets in excess of £2m (income and expenditure)
- The co-ordination of corporate support, advice, communication and liaison with:
 - i. all parts of LGSS
 - ii. its partners,
 - iii. contractors,
 - iv. members, and
 - v. stakeholders

The role also maintains: - need to check how this works within LGSS and their intent

- unrestricted access to the three Leaders, Chair of Audit Committees, Cabinet, Chief Executive's, Corporate Directors and Cabinet.
- Is able to report, in his/her own name, to the three Council's, Cabinet and Overview and Scrutiny Committees.
- Has unfettered access to external Audit and inspectors and regulators
- Has unrestricted access to all information, data, documents, premises and all other matters used in the delivery of the three Council's services and the discharge of its functions including those issues above managed by Council partners and contractors, for the purpose of Internal Audit.

Key strong relationships must be maintained with the following across all three councils:

- The Corporate Director of Resources (151 Officer)
- The Monitoring Officer
- The Chief Executive
- Leader
- Chair of Audit Committee
- Cabinet and Scrutiny Members

The role provides the senior professional support to the Audit Committee and the Cabinet Procurement Committee across the three councils.

Work Profile

This is a leadership and senior management role with accountabilities and responsibilities. The post holder is accountable and responsible for:

- Producing, implementing and monitoring the annual service plans and performance management arrangements that clearly articulate and translate the corporate vision / strategic objectives into service delivery action aligned to LGSS. Striving for constant and continual service improvement, delivering best practice and being open to new and innovative ideas.
- Demonstrating a clear focus on understanding and placing customer need at the heart of service delivery including active engagement.
- The effective management of large financial budgets and resources including large scale, high volume and value front line services. Ensuring cost effective service delivery designed to best meet changing customer needs
- Recognised as a Leader who develops and promotes talent, ensuring the effective development of staff including appraisals, training, coaching, motivation and mentoring and two way communication within the services. Ensuring staff achieve their potential.
- Empowering and supporting staff and partners to take responsibility and accountability, by demonstrating such conduct personally, and turning those commitments into real delivery.
- Ensuring this role and its services develop, maintain and positively engage good working relationships throughout the Council, influencing both internal and external stakeholders
- The development and implementation of understanding and involving the external environment.
- Leading by example to demonstrate the highest standards of openness, conduct, professionalism Perceived as a senior leader who can successfully resolve difficult, ambiguous, complex and sometimes adversarial situations, identifying and resolving potential barriers.
- Engenders and fosters effective relationship (both internal and external) to achieve 'win/win' solutions and support service delivery and Council objectives.
- Meeting the Health and Safety requirements including regular inspections and H&S measures for officers involved in adversarial situations.

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- The role is accountable for the three Council's Whistle Blowing Policy and Code of Conduct, and for discharging these responsibilities by maintaining and promoting a culture of openness, honesty, integrity and rigour.
- Proactively reviews and shares knowledge, new ideas and lessons learned. A key example is the role's accountability for the Council's Civil Contingencies Act responsibilities for supporting local business resilience.
- Leading, contributing to and participating in the three Council's Business Continuity and contributing to Emergency Planning processes.
- Being recognised as a 'critical friend' sought for guidance and creating a culture where constructive feedback is welcomed and seen to be acted on.
- Providing advice and real assistance across LGSS to define, develop, maintain and improve effective processes that embed within operations to manage and enhance service delivery. Maintaining the highest levels of effective systems / processes within own services to lead by example.

Job Context (attach the organisation chart relating to the role.)

PERSON SPECIFICATION

Please ask for advice from your HR Adviser, your HR Manager or a specialist HR Manager if you need help in completing this form.

Under each heading, please list the areas where specific skills and knowledge, and competence is required in the role. Give assessable criteria in the middle columns, & then show if they are essential or desirable, and put the level at which they are needed in the next columns

Using the Council's Competency Framework booklet, select the competencies that you feel are most appropriate for the role from the Qualities for Achieving Excellence or Management Competency Framework.

PERSON SPECIFICATION	Examples specific to role	Required		Level			Method of Assessment interview, testing, reference
		Essential	Desirable	Awareness	Significant	Extensive	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Qualified as a Chartered Accountant (CCAB)	X				X	
	Fellow of Accountancy Institute		X	X			
	Significant experience of senior management development	X				X	
	Significant evidence of continuing professional development	X				X	
	Considerable experience and knowledge of Local Government issues across the range of complex Council services		X		X		
	Considerable experience and knowledge of public sector issues across the range of complex public sector services	X				X	
	Considerable previous experience as a senior manager within a large complex organisation, with knowledge and understanding of a broad range of Audit, Risk and Fraud.	X				X	

	Considerable knowledge and maintenance of governance and ethical best practice within the public sector and local government	X				X	
	Evidence of successful management of sensitive and high risk issues that protect the Councils interests.	X			X		
	Experience of providing outstanding leadership to translate vision into action and delivering on those commitments	X			X		
	Identifying and willingly undertake training and development to embrace change		X			X	
Planning and organising work	Able to demonstrate consistent application of an organisations Vision, Objectives, Strategies and Priorities to those areas responsible. Delivering on these commitments as One Council.	X				X	
	Taking responsibility for the Corporate identity delivering the Council's priorities and objectives.	X				X	
	Taking responsibility for delivering own work and meeting agreed work objectives, working to local frameworks and guidelines.	X				X	
	Setting challenging and clear objectives for Services and your personal development and potential role changes	X				X	
	Evidence of successful development and implementation of strategies and policies. Supporting	X				X	
	Continuously developing knowledge, skills and abilities to meet the roles current needs of the role	X				X	
	Using resources efficiently and effectively and in line with the Council's environmental responsibilities and best value guidelines.	X				X	
	Being part of the local and larger team and supporting these teams to achieve their work goals.	X			X		
	Planning capacity and resources	Able to demonstrate the development of the strategic agenda for the organisation and the department ensuring that capacity and resources are properly considered.	X				X
	Able to maintain clarity and leadership for the organisational and wider priorities to focus resources to achieve them.	X				X	

	Consulting with customers and stakeholders to ensure that we are providing what they need to the required standards, keeping customers involved in changes and developments that may affect them, balancing different customer needs and expectations	X				X	
	Acting In line with the council's policy and legislation information which states that people must be treated respectfully and confidentially	X				X	
	Seeking out opportunities to learn from others and sharing knowledge, skills and abilities. Trying new ways of learning as well as traditional methods Supporting others in their development	X				X	
Influencing and interpersonal skills	Maintain effective, constructive and productive relationships with Councillors, Stakeholders and Partners including sensitive and challenging issues.	X				X	
	To lead by example for own services, corporately and managing complex change and culture agendas. Ensuring personal and corporate credibility is developed and maintained with partners and internally	X			X		
	Maintain effective, constructive and productive relationships with Senior Officers, Managers and officers form all levels within the Council including sensitive and challenging issues. Professionally respond to challenge and provide professional challenge when needed.	X				X	
	Knowledge and understanding of the political environment as it influences strategy and outcomes and the roles independence for the Council.	X				X	
	Reinforcing the opportunities and benefits of sharing experiences that are different from our own and being able to see the positives in other people's opinions and ideas. Ensuring opinions and ideas have been fully explored	X				X	

	Leading and communicating with others to gain commitment and align efforts to strategic plans, objectives and outcomes.	X				X	
	Challenging inappropriate behaviour to ourselves and others	X				X	
	Providing corporate leadership on Audit, Risk and Anti Fraud matters. Providing leadership to the responsible services	X				X	
	Delivering information clearly and succinctly to others in the council, partnerships, external organisations and to customers. Able to give advice and to present complex reports in an accessible way both orally and in writing to Memembrs and senior officers.	X				X	
	Employing the council's standards of plain English to create meaningful statements. Using the best channel for the message	X				X	
	Being able to use numerical and statistical data accurately to influence others where appropriate	X				X	
PROBLEM-SOLVING							
Using initiative to overcome problems	Able to analyse complex problems and develop practical, effective solutions. Able to overcome new and unusual problems with innovative but risk managed solutions.	X				X	
	Taking responsibility to minimise issues that could disrupt work, and escalate the issue where appropriate. Keeping those involved informed.	X				X	
	Seeking to work with other organisations for the mutual benefit of both parties, working across professions, directorates and traditional boundaries.	X				X	
	Leading, managing and supporting improvements to services and processes, inviting and sharing knowledge and ideas on how improvements can be made	X				X	

	Identifying when and why we fail to meet customer expectations, putting things right and developing processes and mechanisms to prevent problems from being repeated: working with and listening to customers to find out how we can improve the services we provide	X				X	
	Building and developing positive and ethical relationships and networks which help to get the work done Employing suitable interpersonal skills and being able to communicate at all levels	X				X	
Managing risk	Providing the Corporate Leadership for the Council's assessment and management of risks.	X				X	
	Able to provide advice and guidance to Members, Senior Officers, stakeholders and partners etc to effectively and practically manage competing tensions, risks and uncertainty.	X				X	
	Able to develop and implement practical strategies, policies and procedures to better manage risks across the Council	X				X	
	Taking responsibility for self and environment to ensure that risks are minimised. Reporting potential risks, hazards and incidents and uncertainty	X				X	
	Taking responsibility to assessing, considering and mitigating the service risks to ensure the achievement of identified objectives and opportunities.	X				X	
	Identifying and evaluating risks systematically, communicating information to enable appropriate and timely action; recognising situations where risk may be justifiable	X				X	
	Making sure that all customers have fair and equal access to services Consideration to providing support and or resources enable every customer to access the services they need		X		X		
Managing change	Generating, implementing and supporting innovative and creative improvement projects and programmes	X				X	
	Leading and supporting projects that deliver service improvements not just within postholders responsibility.	X				X	

	Able to lead and support the introduction of effective, embedded governance arrangement for performance improvement projects and processes to protect the Council's interests	X				X	
	Advise and support the organisation, Members, Senior Officers, stakeholders and Partners on the operation and development of effective governance arrangements within improvement processes and projects.	X				X	
	Leading and driving service improvement within the postholders responsibility.	X				X	
	Leading and supporting the development and implementation of robust and effective performance management systems and processes.	X				X	
	Providing suggestions and feedback on working methods to improve performance. Leading by example	X				X	
	Being open to ideas on how to improve the current methods and levels of service. Taking measured risks to try new ideas.	X			X		
	Demonstrating that work is contributing to the overall aims of the council, directorate, department and team	X				X	
	Ensuring that when a customer has a problem, we do our best to put it right first time	X			X		
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Flexible and willing to undertake a range of tasks and duties that support the Council's vision and priorities not just within the technical areas responsible.	X				X	
	Champion a culture of high performance including evidence based approach, innovation and grip on core service measures and performance.	X				X	

	Able to lead and deliver the service plans for the services responsible without supervision and driving continuous improvement not just existing performance levels.	X				X	
	Able to bring delivery to life with a focus on performance, demonstrating clear grip on deliverables and removing barriers. Demonstrating a track record of service planning and performance management that delivers excellence for customers.	X				X	
	Able to perform complex investigations and review to local and national best practice and statutory requirements subject to external regulatory scrutiny.	X				X	
	Able to perform complex investigations and review to local and national best practice and statutory requirements subject to Member, Council and Committee scrutiny.	X				X	
Managing people	Able to lead and motivate and inspire others to the highest standards and levels of performance and service delivery.	X				X	
	Able to support and challenge Members, Senior Officers and Partners etc to ensure the highest standards are applied fairly and consistently.	X				X	
	Able to build relationships and networks across the Council and its community the better develop and deliver the Council's corporate strategies. Having trust in others.	X			X		
	Deliver an open and honest culture that supports critical challenge, constructive feedback to resolve concerns in the best interests of the Council, its customers, and stakeholders.	X				X	
	Challenging inappropriate behaviour to ourselves and others	X			X		
	Valuing and promoting equality and diversity	X			X		
Managing financial resources	Able to manage complex and volatile service budgets in a system of devolved financial management	X				X	

	Able to manage and inspire confidence in the management of complex financial and probity concerns to best protect the Council and its integrity.	X				X	
	Able to advise and provide support throughout the Council to improve the corporate management of financial resources in support of Council's services and strategies	X				X	
	Able to lead, develop, implement and support the Council's financial community in embedding effective financial management across all Council services and those of its partners and stakeholders.	X				X	
	Able to champion and lead on the Council's financial medium term financial planning	X			X		

Signed Job holder	Signed Line Manager	Signed Service Head	Date