

JOB DESCRIPTION

Job Title:	Director of Internal Audit, Compliance and Risk
Service:	Governance – Central Services
Reports to:	Group Chief Executive Officer
Direct Reports:	Audit and Compliance Officer
Location:	Islington, London, N1 (Flexible)
Hours:	37.5

ABOUT US:

The Social Interest Group (SIG) believes that good care and support make for better lives. Our values of ambition, empowerment, transparency, and inclusivity drive everything we do.

SIG is a not-for-profit organisation providing thousands of people with good-quality support and care in a range of residential, floating support and in prisons across London, Brighton, Luton and Kent. We believe in the power of well-planned, well-managed services to make a difference.

We aim to build happier lives and resilient communities by focusing on people as individuals, providing them with a range of services and the opportunity to support themselves. Within the Group, we offer a wide range of care and support services for vulnerable adults and offenders leaving prison. We specialise in providing care for those experiencing long term mental ill health, alcohol and substance misuse or with complex needs, requiring high levels of support and care.

We provide housing with different levels of care and support, floating support and outreach services, and resource centres and activity centres. Flexibility is a key part of all of our care and support services as our focus is on the individual - helping people to stay as active and independent as possible.

JOB PURPOSE:

We are currently recruiting for a talented individual to join us as the Director of Internal Audit, Compliance and Risk to play a key role in ensuring and providing high standards of audit for compliance, governance, and risk management within the Social Interest Group.

You will work at the heart of the audit, compliance and risk directorate and be responsible for leading on this, as well as ensuring our policies and procedures are fit for purpose; psychologically informed and are used correctly and understood across the Group. You will advise and lead colleagues on matters of internal control, compliance, best practice, and strategic importance and ensure improvement plans from any audit or monitoring are shared appropriately.

The role will require a skilled professional with strong internal audit, risk and governance experience, as well as ideally experience within a registry, professional or regulatory environment operating at a senior level. The successful candidate will possess strong analytical skills; proven experience of audit leadership and has dynamic interpersonal,

communication and relationship management skills, alongside the gravitas which this post demands.

KEY AREAS OF RESPONSIBILITIES:

- The Director of Internal Audit, Compliance and Risk, is responsible for ensuring and providing high standards of audit for compliance, governance, and risk management within the Social Interest Group (Group).
- To ensure policies and procedures are fit for purpose and psychologically informed and are used correctly and understood across the Group.
- To be responsible for leading the audit, compliance, and risk directorate within the Group.
- To ensure improvement plans from any audit or monitoring and share appropriately, so support can be given to ensure compliance and improvements.
- To cascade positive outcomes and learning across the Group from audits and monitoring.
- To ensure the effective management of the processes of any legal hearings against the Group, appeals regarding the same, judgements, complaints and GDPR requests.
- To be responsible for agreeing the terms of reference and coordination of any internal investigation following: incidents, accidents and near misses, oversee the correct investigation process is followed, in a timely manner and any regarding staffing issues for disciplinaries and grievances
- To be responsible for the accident, near miss and incident (AINMs) reviewing and monitor for patterns, areas of concern, risk management and safeguarding.
- To work closely with the Service teams to learn from AINMs and cascade best practice.
- To report safeguarding and whistleblowing escalation and reporting to the Group CEO.
- The post holder has oversight of the corporate risk register in conjunction with the Company Secretary.
- To be responsible for Health and Safety audits for compliance, environmental accreditation and ISO9001 is maintained and achieved.
- To ensure that services adhere to statutory regulations incorporating best practice and national service guidelines.
- To actively lead and engage with service users to monitor outcomes and service satisfaction.
- To take part in meetings as a team member and actively share experience, knowledge, and solutions with colleagues.
- Exercise absolute integrity in respect of confidential matters.

- Take an active part in the performance review process and required training.
- Maintain records management systems in accordance with the Group's policy.
- Adhere to the Group's standards of integrity, professionalism, accountability, and openness.
- Act as a role model for staff across the Group promoting the Group's values and 'Ways of working'
- Carry out the duties and responsibilities of the post at all times

Effective Governance and Reporting

- Managing and maintaining the Group's Strategic Risk Register and risk management policy in conjunction with the Group Chief Executive and the Chair of the SIG Board and Chair of Frac.

Legal and Statutory Regulations

- Advising on matters of internal control, compliance, best practice and strategic importance.
- To develop and continually improve the risk management, auditing, and safeguarding elements of what we do and how we work across all areas of the charity against regulatory and statutory rules and regulations especial around Health, CQC and Employment.
- Advising the Executive team and other Directorates and the Board of any legal and regulatory changes and implications across social and health care and employment of staff (with Director of P&C) and protection of the public.
- Act in compliance with all the Group's policies and legislative requirements.

Quality and Performance

- To audit and evidence our best practice and the quality and performance of the Group and subsidiaries through the audit process.
- To ensure sufficient controls, policy and practice is in place to safeguard the Group and its subsidiaries
- To audit the same and highlight correctional activity to bring any identified breach of control or best practice
- To oversee investigations required in the business

Service and Resource Management

- Line management responsibility including the coaching, development and performance management of designated staff within the Directorate.
- Management of budgets and resources for all relevant areas.

Key Contacts

- Chair's Board Members
- Group Chief Executive
- Directorate Members
- Staff in central and front-line services and representative bodies
- Directors of function
- Appeal Panelists
- CQC and other regulators, auditors, and solicitors.

Authorities:

- Signing documents in conformity with the Authorisation Policy

Accountabilities:

- For mitigating any identified and or perceived risks
- For supporting the Chair of the Board/s and GCEO

Health & Safety and Environment

- To take overall and individual responsibility for the health and safety of all people working, living, or visiting the Group and subsidiary services. Report any breaches required by law.
- Always ensure full compliance with Health and Safety policies and procedures in the workplace.
- Ensure that you are fully conversant with all aspects of Health & Safety Policy, Hygiene, Fire Alarm and related policies and procedures dealing with issues of aggression, emergencies etc.

Equal Opportunities

- To take responsibility for ensuring that all operational staff, and volunteers/ mentors who work alongside them, are fully aware of and follow the SIG Equality & Diversity Policy and commit to SIG Values.
- Ensure consistent and effective implementation of SIG Equality & Diversity policy and procedures
- Positively promote an environment within the service which respects and values the diversity of both staff and service users.

Other Responsibilities and Duties as Required

- The Group is an ever-changing organisation and all colleagues are expected to participate constructively in the Group's activities and to adopt a flexible approach to their work.

- The duties and responsibilities in this job description are not exclusive or exhaustive and the post holder will be required to complete such duties as may reasonably be expected within the scope and grade of the post.
- The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.

Please note that this job description is subject to change (following consultation) depending on the needs of the organization

Person Specification:

Director of Internal Audit, Governance and Risk

Qualifications and Experience	Rating	Application Form	Interview
Extensive experience of supporting and advising Board and senior committees, with audit, risk and governance experience preferably gained within a registry, professional or regulatory environment	Essential	✓	✓
Experience in governance systems and structures including auditing skills, risk management, investigations, complaint handling and report writing	Essential	✓	✓
Proven experience in quality standards and continuous improvement systems and approach	Essential	✓	✓
Experience of handling complex appeals and investigations	Essential	✓	✓
Experience of writing and implementing policies, procedures, and department handbooks	Essential	✓	✓
Knowledge			
Solid understanding of Health and Safety regulations, monitoring, and reporting	Essential	✓	✓
Knowledge regarding Equality legislation and practice	Essential	✓	✓
Strong understanding of governance and compliance issues within a complex organisation	Essential	✓	✓
An up to date understanding of good practice in corporate governance	Desirable	✓	✓
Understanding and practical application of key legislation regarding social care, housing, criminal justice and mental health	Desirable	✓	✓
Skills and Abilities			
Experience of working across teams and of developing and maintaining good working relationships	Essential	✓	✓
Excellent and proven ability to form effective positive and motivational relationships	Essential	✓	✓
Excellent communication skills both written and oral with both internally and externally with outside agencies and bodies	Essential	✓	✓
Able to influence and negotiate positive outcomes with the peers, reports, colleagues and supporting professional bodies	Essential	✓	✓
Ability to maintain accurate records and write clear reports using bespoke software and branded packages	Essential	✓	✓
Excellent research and report writing skills	Essential	✓	✓

Strong presentation skills allowing for clear and appropriate messaging for multiple levels/audience	Essential	✓	✓
A strong track record of effective resource management	Desirable	✓	✓
Sensitive to both clients and staff needs	Essential	✓	✓
Excellent attention to detail with a problem-solving mindset	Essential	✓	✓
Ability to convey complex information with clarity	Essential	✓	✓
Excellent planning and organisational skills	Essential	✓	✓