

## Head of Risk and Assurance

### Finance Directorate

Overview	
<b>Role Purpose</b>	At Notting Hill Genesis (NHG), our aim is to develop a robust risk and assurance approach that supports our strategy of delivering better services for tenants, ensuring robust assurance on business-critical information and processes, and facilitating early identification and management of risks. The Head of Risk and Assurance will champion this vision, driving a pragmatic and agile approach to risk management that aids management in swift decision-making and proactive problem-solving.
<b>Responsible for</b>	Developing and leading NHG's risk and assurance strategy, coordinating assurance activities, managing the internal audit contract, and fostering a culture of proactive risk management.
<b>Reports to</b>	Strategic Analysis and Performance Director, with a dotted line to the Audit and Risk Committee and right of access to the CEO.
<b>Line management</b>	<ul style="list-style-type: none"> <li>Tbc</li> </ul>
<b>Date</b>	August 2023

Role relationships	
Internal	<p>Maintains a close working relationship with the Audit and Risk Committee</p> <p>Has direct access to the CEO to ensure independence and address any concerns</p> <p>Collaborates with other departments and teams to provide a service to management, ensuring risk management and internal audit processes support organisational goals</p>
External	<p>Engages with relevant external stakeholders to stay updated on sector risks and best practices</p> <p>Coordinates with the externally sourced internal audit team and manages the audit contract.</p>

Role accountabilities
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## Role accountabilities

### Technical expertise and functional knowledge

The Head of Risk and Assurance will spearhead NHG's efforts to refine its risk and assurance approach. They will ensure the independence of internal audit activities while taking responsibility for risk management. This role will manage the audit contract, but the emphasis will be on risk management, with the auditors providing independent judgements. The role will also encompass specialist assurance coordination and reporting, not limited to internal audit. Key areas of focus will include sustainability and data auditing, reflecting the significance of these issues in the sector. The role will also involve drawing together various assurance sources, such as tenant feedback, management information, and specialist assurance, to provide a holistic 'assurance story'. This will aid management and the Audit and Risk Committee in gaining a comprehensive understanding of how they are assured against key risks and regulatory compliance.

### Strategic leadership and team development:

Responsible for aligning the risk management framework with the organisation's overall vision and mission. This role requires a progressive leader who is dependable and empowering, fostering an environment where team members feel included and valued. Focuses on mentoring, training, and developing team members to achieve their full potential and contribute effectively to the organisation's success

### Stakeholder engagement and a focus on customers:

Prioritises building and maintaining strong relationships with both internal and external stakeholders, being accountable for meeting their expectations

### Operational excellence and performance management:

Ensures the risk and assurance function operates efficiently and effectively. This involves streamlining processes, implementing best practices, and setting clear measures of success. With a continuous learning mindset, regularly evaluates performance and driving improvements

### Commitment to Continuous Professional Development:

Recognises the importance of staying updated with the latest trends, technologies, and best practices. With an inclusive approach, encourages continuous learning and professional development for their team

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

## Role behaviours

Customer focus

- Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always
- To be aware of VFM implications in everything you do

# Role profile

Accountability and delivery	<ul style="list-style-type: none"> <li>Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others</li> </ul>
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>Deep understanding of risk management and assurance processes, preferably within the affordable housing sector</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Strong leadership, analytical and communication skills. Ability to collaborate and stakeholders and facilitate probing discussions</li> </ul>
Qualifications and/or professional membership	<ul style="list-style-type: none"> <li>Membership in relevant professional bodies or associations related to risk management or internal audit</li> </ul>

Role requirements	
DBS	<ul style="list-style-type: none"> <li>None</li> </ul>
Data and information processing	<ul style="list-style-type: none"> <li>Information/Data User (all staff)</li> </ul>
Data protection role	<ul style="list-style-type: none"> <li>TBC</li> </ul>