**Legal Governance Risk and Communications
Head of Audit and Assurance**

## Position Purpose

The WaterNSW Internal Audit function provides an independent and objective assurance and advisory activity that is guided by a philosophy of adding value to improve business operations and the effectiveness of the organisation’s governance, risk management and internal control.

The Audit Advisory & Analytics Manager manages the provision of audit advisory services, implementing targeted data analytics and delivery of assessments and analysis of business processes with specific focus on strengthening the management of risk and compliance with regulations and other obligations.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** actively model, behave and make decisions in accordance with the WaterNSW Values at all times.
3. Lead or participate in projects or activities that identify and assess emerging and current risks in areas such as new strategic initiatives, governance, regulatory and compliance. This may involve documenting process flows, performing gap analysis, risk assessments, control self-assessments or benchmarking assessments.
4. Participate in selected IT projects or other transformation initiatives where advice and assurance on project management, risks and internal controls would be beneficial during key stages of a project. Liaise with the Audit Manager in the reporting of the outcome to senior management or the board where appropriate.
5. Proactively assess the effectiveness of risk management practices through collaboration with compliance, legal, risk management, business process re-engineering team and other assurance providers.
6. Deliver and report insights to senior management on the effectiveness of risk management, compliance and control frameworks based on analysis of outcomes of 3rd line, 2nd line assurance, data analytics, incidents and investigations and other available information such as exception reports.
7. Participate in some line 2 assurance activities where such participation will improve Internal Audit’s understanding of the internal control environment and assurance coverage.
8. Develop the Internal Audit function’s data analytics strategy and implement tools and techniques that will facilitate monitoring and ad hoc reporting of exceptions and trends within targeted areas or themes as agreed with the Head of Audit.
9. Collaborate with the Audit Manager in the implementation of the agreed data analytics and verification of root causes and compilation of reports to management.
10. Facilitate workshops with staff or management around risks, controls and better practices to support consistent application of corporate policies and procedures. This will require working alongside the risk management and compliance team and will be on request or adjacent to an assurance project.
11. Contribute to the Internal Audit function’s continuous improvement program through responding to feedback from stakeholders and delivery of tasks assigned to improve internal audit processes and methodology.
12. Perform audits, project related activities or other tasks assigned by the Head of Audit.

## Key Challenges

* Negotiating schedules and deliverables and communicating these within the business.
* Identifying the right projects or activities to prioritise and getting sponsorship for these activities
* Building trust within the business such that Internal Audit becomes a more effective partner to the business
* Working in close partnership with colleagues within the Risk, Compliance and other assurance teams in educating managers and employees on the value of the audit and assurance programs
* Care needed in ensuring independence of future or current internal audit assignments are not compromised.

## Significant Internal Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| Executives and management committees | 1. In line with assurance framework and specific objective, scope and protocols of projects/engagements
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| Senior Leaders | 1. In line with assurance framework and specific objective, scope and protocols of projects/engagements
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| Internal Audit team  | 1. In line with assurance framework and specific objective, scope and protocols of projects/engagements
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| Risk and Compliance Team | 1. In line with assurance framework and specific objective, scope and protocols of projects/engagements
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## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| External Service Providers | Engage providers to deliver services where required |

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

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| --- | --- | --- |
| People | Level |  |
| Driving Performance | B | * Ensures the team has the capability and resources required to undertake work effectively
* Monitors team’s progress in achieving goals; takes action to keep the team on track and recognise achievements
* Works with team members to develop SMART goals
* Listens to and involves others in team decisions and actions; values and utilises individual differences and talents
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| Communicating with Influence | B | * Tailors communication to suit the audience and uses a range of influencing techniques to build support
* Supports messages with relevant examples, demonstrations and stories
* Communicates issues clearly with different audiences
* Handles challenging questions confidently and constructively
 |
| Awareness & Personal Resilience | B | * Continues to perform effectively in highly stressful and ambiguous circumstances
* Demonstrates a positive outlook in times of uncertainty
* Is aware of others emotions and adapts approach accordingly
* Recognises own emotions and employs strategies to manage these under pressure
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| Managing Change | B | * Understands risks and opportunities of change and is able to take action to ensure the change is successful
* Understands the range of reactions to change and actively manages these
* Identifies and addresses stakeholder resistance to change
* Communicates key information and wider reasons for change
* Gains stakeholder support and generates enthusiasm about change
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| Customer | Level |  |
| Collaboration & engagement with customers & stakeholders | C | * Proactively builds relationships internally and externally to positively impact the business
* Actively engages with customers and stakeholders to understand concerns and leverage opportunities for adding value
* Initiates and maintains extensive networks to enable the achievement of business objectives
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| Customer & service responsiveness | B | * Seeks to deeply understand customers and their needs
* Takes responsibility for meeting customers’ needs and resolving escalated customer issues
* Establish project plans to deliver quality services
* Suggests improvements to deliver a better customer experience
* Expands and uses professional and business knowledge to meet customer needs
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| Partnering & advice | B | * Engages in a productive dialogue with the customer to consultatively identify a solution
* Provides credible advice for customers based on an understanding of the underlying issue
* Knows when to draw on additional resources to provide appropriate support and advice for customers
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| Business | Level |  |
| Analysis & Problem solving | C | * Takes a broad view when analysing complex and ambiguous situations
* Recognises patterns and draws linkages between data and/or situations
* Develops long term solutions that address the root cause of problems and prevent recurrences
* Selects and uses problem solving tools appropriate to the problem and the context
* Evaluates the effectiveness of implemented solutions
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| Business acumen | B | * Uses a detailed understanding of the business functions and customer requirements to identify and act on opportunities and make trade offs where necessary
* Considers how activities in own team and business unit impact on the operations of other teams and business units
* Clearly defines performance metrics for individual and team to drive strategic direction and operational performance.
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| Continuous improvement | C | * Uses data to prioritise improvement opportunities and reduce variance in organisational processes
* Undertakes improvement projects that cross business unit boundaries to improve the end to end process and customer experience
* Coaches and supports team members and colleagues on the selection of and use of continuous improvement tools
* Challenges the status quo to identify improvement or innovation opportunities when appropriate
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| Planning & delivering results | B | * Manages expectations and accepts accountability for deadlines, budget and outcomes
* Delivers consistently to plans and focuses on the achievement of results despite obstacles
* Implements quality assurance practices to ensure projects and activities are delivered to required standards.
* Initiates action without prompting
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| Safety & Risk Management | B | * Takes immediate and appropriate action to minimise risk and maximise opportunities
* Implements and monitors policies, procedures and programs.
* Role models safety behaviour
* Considers safety and risk in all business decisions
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## Technical Competencies

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| Competency | Level |  |
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## Mandatory Candidate Requirements

**Qualifications:**

* Relevant tertiary qualifications to a degree level.
* Relevant professional qualification, e.g. CA, CPA, CIA, CISA, CRMA
* Current NSW Drivers Licence

**Knowledge:**

* Good understanding of assurance, risk management and compliance frameworks
* Detailed understanding of data analytics techniques and reporting

**Experience:**

* Minimum 5 years of experience in providing assurance or advisory or process re-engineering or risk management/compliance services in an organisation of the size and nature of WaterNSW or professional services firm
* Minimum 2 years of experience in managing the delivery of assurance activities, or review. documentation and gap analysis of processes
* Experience in data analytics, thematic analysis and insights reporting to management or the board.
* Experience in effective management of business stakeholders including legal, risk management and compliance teams
* Good oral and written communication skills
* Good understanding of risk management and compliance management

## Favourable Candidate Requirements

* Experience in utilities
* Knowledge of regulatory framework for utilities and state owned corporation

## Pre-Employment Checks Required

* Identification
* Qualifications
* Drivers Licence
* Pre-employment Medical (office based)
* Police Check
* Work reference (at least two)