

Job Description

Job Information		
	Job Title:	MIAA Assurance – Senior Audit Manager
	Directorate / Service:	MIAA Assurance Business Unit
	AfC Band:	8a
	Professionally Accountable to:	MIAA Executive Director - Assurance
	Responsible to:	Regional Assurance Director
	Base Location:	One of MIAA Office Locations
	Job Code:	AS.AU.C0008b
	ESR Position Number:	41860439 – Greater Manchester 36768855 – Lancashire & South Cumbria 41860351 – Cheshire & Mersey

Job Summary
<ul style="list-style-type: none"> To take responsibility for the operational elements of client management of a broad and challenging portfolio of audit plans including the personal conduct of highly complex assignments. To conclude upon the quality of all audit opinions produced for allocated clients, draft the Head of Internal Audit Opinion, and assist in the drafting of the Annual Governance Statement as required. To direct and supervise staff to deliver the allocated audit plans on time, to budget and to quality standards. To report to the Audit Committee on a regular basis. To respond to a broad range of sensitive and complex queries from clients and staff.
Principal Accountabilities
<ul style="list-style-type: none"> Produces, agrees, and oversees delivery of risk-based plans with allocated clients that are designed to produce sufficient assurances to fulfil the requirements of the Head of Internal Audit Opinion on the effectiveness of internal control. Manages the planning, conduct, output, and opinions for all audit work for allocated clients within agreed deadlines, budgets, and quality standards. Operates as budget holder for allocated plans i.e., a discrete set of services, requiring the planning and organizing of complex activities and programmes to ensure income is recovered, costs contained, and outputs delivered. Often these

budgeted plans need to be adjusted on an ongoing basis for reporting to Audit Committees as priorities shift.


- Manages and develops the key relationships with allocated clients, particularly at Director of Finance and Audit Committee level.
- Provides the principal advice to allocated clients on Annual Governance Statement preparation and related governance and risk management matters.
- Responsibility for ensuring allocated plans is incorporated into the overall planning of resources and commitments for the function. Plans and organises the work schedule for allocated clients to ensure weekly, monthly, quarterly, and annual timetables are delivered particularly regarding Audit Committee deadlines.
- Personally, conducts a range of highly complex audits for reporting to senior management and the Audit Committee. These will routinely be complicated and multi-layered where sensitive judgements need to be framed in situations where solutions are not clear.
- Conducts complex research on behalf of the team and the Agency to develop and pilot approaches to emerging auditable areas.
- Makes recommendations as appropriate often involving significant proposed changes to working practices and procedures following policy implementation across multiple areas and NHS organisations. These routinely will involve contributing to service redesign and providing benchmarking information.
- Undertakes complex systems reviews that conclude upon financial control, physical security of cash and the safeguarding of assets.
- Responds to, and often anticipates, queries from clients, which may be of a highly sensitive and highly confidential nature, and investigates and reports as necessary to the satisfaction of the client. These queries may relate to complex issues requiring a detailed understanding of complex client risks, NHS systems and existing guidance. This will include advice, information, and guidance for direct use by patients, relatives, or carers.
- Secures added value additional consultancy work which enhances the profile and capability of the Agency.
- Participates in preparation and delivery of presentations for tendered internal audit contracts.
- Manages the work of Delivery Managers, Principal Auditors and Auditors within the function.
- On occasions, deputises for the Regional Assurance Directors.
- Manages the relationship with the external auditors for allocated clients to ensure integration of audit resource and positive review of internal audit quality.
- Builds effective client relationships across the function's clients.
- Adheres and contributes to the continuous improvement philosophy to ensure we continue to provide a valuable service focused upon client's needs.
- Fully complies with all aspects of the confidentiality policy.

Key responsibilities

- Communication and the establishment of personal credibility at Board level with the clients are central to the job. This is built upon the provision and receipt of

highly complex, highly contentious, and highly sensitive information of a confidential nature. This will require developed negotiation, tact, and persuasion skills as well as a deep appreciation and understanding of complex client risks, NHS systems and existing guidance. Discussions with senior and non-finance staff forms a substantial element of the job, often concerning contentious and complicated financial, control and governance issues at a corporate level. Communication will involve negotiating with external agencies. The job involves significant involvement in persuading and negotiating the reasoning behind recommendations with senior staff, up to and including Board level, across a range of disciplines to arrive at an agreed position. Communication of audit findings and advice will be personally and principally delivered through attendance at Audit Committee and other high-level presentations, often to large groups of staff.

- Work is managed rather than supervised, with the jobholder working within set procedures and broad guidelines as defined by the Quality System and corporate policies but having substantial freedom to act with autonomy and to interpret policies, standards, and legislation.
- The nature of the work necessitates a thorough and concentrated focus on processes to deliver consistent and robust opinions whilst balancing competing priorities. The work pattern is often unpredictable but there is routinely a need to actively participate and lead Board level discussions and workshops requiring high levels of sustained concentration. Meeting competing deadlines is a routine element of the job.
- There is significant representation across a range of NHS and other bodies on standing senior committees and working parties. Personally responsible for initiating, developing, and implementing policy changes and service developments e.g., risk management, clinical governance, and integrated governance.
- There is very extensive scope for decision making in respect of planning and organizing the personal and teamwork schedule, managing priorities, forming judgments on the adequacy and effectiveness of systems, and producing recommendations to deliver improvements. These decisions will be based upon detailed analysis and evaluation of complex systems issues and options across a range of systems conducted by the postholder and members of the team. Such analysis will incorporate an assessment of potentially conflicting and multi-layered information e.g., option appraisals, serious disciplinary cases.
- There will be routine management of staff in the team encompassing work scheduling, coaching, individual and team training, and assignment review. This will include coordination of resources across competing priorities to achieve agreed objectives. The management role will also incorporate responsibility for initial stages of disciplinary and grievance; conduct of appraisals and objective setting for allocated staff; conducting recruitment; reviewing work performance and progress; tackling poor performance; and determining work priorities.
- The Agency operates in a unique competitive trading environment always requiring a professional customer focus and a range of commercial skills of the postholder. This trading environment creates a business model that requires income to be secured in open competition against multinational consulting and accountancy firms. Income needs to be secured on a regional and national basis to maintain operational and strategic viability.
- There is the requirement to have responsibility across the function for aspects of the design and adaptation of information systems to deliver the performance and financial targets of the Agency. Also, this responsibility extends to other NHS

<p>bodies through audit related consultancy and opinions.</p> <ul style="list-style-type: none"> • A substantial element of the job involves utilizing a number of offices based and client computer systems to evaluate systems and produce the audit outputs. Those outputs, usually reports, are generated from input and manipulation of financial and other data in word processing, spreadsheet, presentation, database applications.
<ul style="list-style-type: none"> • Clinical Governance / Quality
<ul style="list-style-type: none"> • N/A
<ul style="list-style-type: none"> • Education and training development
<ul style="list-style-type: none"> • Able to design and deliver complex project skills training to a range of senior staff.
<ul style="list-style-type: none"> • Equality and Diversity
<ul style="list-style-type: none"> • It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation (the Equality Act 2010) and to: • Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice; • Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services; • Recognise and report behaviour that undermines equality under Trust policy. • Be consciously aware of your own behaviour and encourage the same levels of behaviour in colleagues. • Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with. • With the support of managers develop an equality and diversity objective through the personal development review process.
Values and Behaviours
<div>  <p>Respect & Compassion</p> </div> <ul style="list-style-type: none"> • I welcome and listen to different views and opinions, celebrating the diversity of my team. • I challenge colleagues and clients in a supportive and respectful way. • I show empathy and compassion. when dealing with difficult situations. • I show others that they value them by taking the time to listen and by being supportive.

- I show an awareness of the safety of others when working in common spaces and take account of people's well-being, encouraging others to do the same.
- I will speak up if I see something happening which is unacceptable, or which is inconsistent with the values of the NHS, MIAA or my profession.
- I will take the time to understand my own unconscious bias.



- I understand the need to be brave, to challenge, to grow and innovate
- I am inquisitive and develop and implement new ways of doing things to improve the service I provide.
- I am confident to suggest ways to improve when an activity is not adding value and provide constructive feedback.
- I am persistent and tenacious when pursuing a new idea and do not give up at the first set-back.
- I seek feedback, consider different perspectives, build on the ideas of others and think creatively.
- I am happy to work outside my normal scope of work or to look beyond the initial scope of a request in order to add value.
- I seek inspiration from a wide range of sources, both within and outside the organisation.



- I am the person others come to for advice.
- I develop trusted relationships based on honesty.
- I deal tactfully with confidential information.
- I work on the basis of no surprises.
- I am objective and take a balanced view.
- I am open, honest and loyal.
- I support my colleagues; they and our clients can rely on me.

Infection Prevention & Control

All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

Confidentiality

Confidentiality/Data Protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours). All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

Freedom of Information

In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.

Management of Risk & Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements.
All employees will proactively contribute to the management of risk by identifying hazards in the workplace which have the potential to cause harm, raising issues of concern and risk to the appropriate level.

Safeguarding Children and Vulnerable Adults

All trust employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.

IT Skills

All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar with relevant IT systems and security policies and procedures.

Records Management

All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g., paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in

accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.

Information Quality

All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose. All staff should comply with the Information Quality Policy.

Professional Responsibility

As per any required registration & LUHFT policy.

Clinical Responsibility

The post holder has no direct clinical delivery responsibility; however, they must ensure that all products, services, advice, and opinion provided in respect is in line with the requirements of DCB0129 and DCB 0160; the NHS clinical risk management requirements for health systems.

Administration Responsibility

The postholder is required to abide by all MIAA corporate administration processes and to ensure that these are abided by across their team.

Research

Leads regular benchmarking and audit into new and best practice improvement tools and practices and ensure application of these into the post holder's transformation programme.

Strategic role

The post requirements include the delivery of service improvement plans of a major area of multi-Trust activity and planning support for operational delivery of service improvements.

HR Management

Across a range of allocated staff, the postholder will have responsibility for staff management including: -

- Recruitment and career-focused, multi-year development
- Performance management, multi-year objective setting, and appraisal

Grievance, discipline, and attendance

Financial Responsibility

Manage multiple programme budget, within agreed timescales and to the expected quality standards.

Change of Job Description

The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas. This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.

Person Specification

Job Title:	Senior Audit Manager		
Band	8a	Job Code:	AS.AU.C0008b

Person Specification				
	Qualifications	Essential	Desirable	Assessment
1	Professional accountancy qualification (CCAB) qualified plus significant demonstrable PQE plus self-certified CPD plus experience of operating at Board level/equivalent/, presenting to Audit Committee and influencing Executive and Non-Executive Directors. OR	E		
2	MIIA plus significant demonstrable PQE plus self-certified CPD for a significant period plus experience of operating at Board level, presenting to Audit Committee and influencing Executive and Non-Executive Directors plus experience knowledge and skills/equivalent.	E		
	Experience	Essential	Desirable	Assessment
3	Must have experience of working in audit and demonstrable understanding of audit role and techniques.	E		
4	Must have experience of managing and supervising staff.	E		
5	Experience of working in NHS or other public sector organization resulting in a good understanding of systems and processes is desirable for the post. Alternative experience in an equivalent organization may be acceptable.		D	
	Knowledge	Essential	Desirable	Assessment
6	To demonstrate a full understanding of NHS structure, policy, functions, and systems together with the aptitude to build on that knowledge.	E		

7	Must understand corporate governance, risk management and assurance principles and practice.	E		
8	To demonstrate a full understanding of audit and financial principles and practice together with the aptitude to build on that knowledge.	E		
	Skills	Essential	Desirable	Assessment
9	Must have excellent oral and written communication skills to enable complicated audit and financial issues to be explained to a range of NHS staff, often at a senior level. This will include presentational, negotiation and influencing skills.	E		
10	Must have excellent analytical skills and have the ability to collate complex data from various sources.	E		
11	Must have strong supervision, staff management, coaching and mentoring skills.	E		
12	Must have the ability to negotiate and persuade, sometimes in a setting that is unresponsive or hostile to audit findings.	E		
13	Must have a good level of numeracy, keyboard skills and computer literacy (ECDL or equivalent)	E		
14	Must have the ability to make judgements and recommendations in the context of complex systems and risk and materiality of findings.	E		
15	Must have good time management skills and the ability to work to tight deadlines whilst managing competing priorities.	E		
	Other	Essential	Desirable	Assessment
16	Ability to work flexible hours to meet the requirements of the role	E		
17	Ability to travel as required across the MIAA client footprint and work in a range of environments.	E		

