

Job Title: Head of Risk and Assurance

Role Purpose: To lead the risk and assurance function, overseeing arrangements for risk management, internal audit, insurance and business continuity across the Group.



ABOUT THE ROLE

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are: deliver on promises; give respect; be accountable; show kindness. You will make them a central part of your work at Catalyst.

In particular:

You will be responsible for:

Risk and Assurance

- Developing and driving Catalyst's risk management strategy to provide assurance that the organisation undertakes adequate risk management activities to identify, report on and manage business risks across all functions.
- Developing and embedding an appropriate and proportionate risk management culture.
- Maintaining Catalyst's risk management framework to support the business in the identification, evaluation and mitigation of all relevant risks.
- Developing risk management procedures and templates, including risk maps, heat maps and assurance maps and support their implementation across Catalyst.
- Owning and overseeing the risk mapping process, ensuring that risks are identified, recorded, responded to, monitored and managed across the organisation.
- Ensuring appropriate levels of assurance are adopted across the business which challenge and support the risk framework.
- Supporting senior leader in devising action plans for managing risks relating to their business operations.

Internal Audit

- Managing a risk-based annual programme of internal audit to assist Catalyst in continuously evaluating and improving its operations in order to meet its strategic objectives.
- Leading and overseeing the Internal Audit process for Catalyst, agreeing audit plans and scopes with appointed firms, and ensuring agreed management actions are planned and implemented.
- Acting as Catalyst's point of contact with internal auditors to plan internal audits and ensuring they are being undertaken in a timely manner in accordance with the contract and relevant regulations.
- Developing and implementing service level standards across departments, setting out roles and responsibilities in relation to the internal audit process and monitoring and reporting on any improvements actions identified.
- Assessing and reporting on the adequacy of improvements implemented across audited functions on the recommendations made by auditors.

Insurance

- Developing and driving the insurance strategy to ensure that Catalyst's assets are protected and legal obligations met in the most efficient and cost-effective way.
- Managing Catalyst's insurance portfolio and leading Catalyst's relationship with brokers, insurance providers, loss adjustors and internal colleagues to ensure that the most appropriate insurance covers are in place, with the optimum levels of cover and excesses, and are being deployed appropriately across the organisation.
- Overseeing the annual insurance renewal programme, ensuring that the information provided is accurate, timely and compliant with our duty of disclosure under the Insurance Act.

- Ensuring that an appropriate insurance claims process is implemented and maintained across the business, queries are dealt with in a timely manner and Catalyst maximises its claims income.

Business Continuity

- Developing and driving the delivery of Catalyst's business resilience strategy to ensure the organisation is able to respond to, manage and recover from disruptive incidents effectively and efficiently.
- Leading on the development, implementation, testing and management of Catalyst's business continuity policy and programme.
- Developing and implementing an annual programme of training on, and testing of, Catalyst's business continuity strategy, plans and processes.

General

- Managing a multi-disciplinary team, setting objectives, providing support and monitoring performance and compliance with relevant procedures.
- Setting and managing budgets to ensure that expenditure is forecasted, processed and recorded in accordance with organisational financial procedures.
- Acting as a subject matter expert, supporting departments in relevant activities, providing guidance, support and training.
- Monitoring the external environment and providing regular updates on relevant topics and best practice to stakeholders across the business, including the Leadership Team and Board.
- Supporting the Lead Officer in servicing the Audit and Risk Committee.
- Writing reports for the Board and its Committees.
- Create guidance, training and communications for colleagues in required subject areas.
- Supporting the Director of Governance and Compliance in carrying out investigations into whistleblowing, fraud and related concerns.

About you:

- You will be totally committed to delivering excellent customer experience – embodying our values every day in the way you deal with customers and colleagues.
- Knowledge and experience at a senior role in a similar sector (housing preferred).
- Commercially aware and astute.
- Experience of working collaboratively across a business.
- Able to work with complex information and detail whilst retaining focus on the wider picture.
- Experience of working with an outsourced internal audit function.
- Strong relationship management and experience of working with boards and senior leaders.
- Exceptional team player, self-motivated and driven, with excellent interpersonal and communication skills.
- Discrete and professional, with experience of working with highly confidential material.
- Highly organised and able to work under pressure.
- University degree and/or equivalent work experience.
- Relevant professional qualifications are preferred, for example professional accreditations within auditing and/or quality/risk management.
- The role is subject to a standard DBS check.

Colleagues are responsible for their own health and safety, ensuring a safe working environment for everyone.