

Head of Assurance & Oversight

Job Level	6	Job Reference No:	
		Role Review Date	
Directorate	Internal Services Directorate	Function	Professional Services
Service		Reports to	Senior Director of Professional Services

Scale and scope of role

Direct Reports	5	Indirect reports	3
Budgetary responsibility/ accountability	0	Accountable for other resources	0

Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Purpose of the role

The Head of Assurance & Oversight is accountable for the delivery of effective assurance as to the BRC's continued compliance with its legal, regulatory and key contractual obligations. Where potential or actual non-compliance is identified, they will partner with stakeholders across the organisation to identify solutions, capture organisational learning and support the delivery of tangible improvement.

The role holder will head a team comprising the assurance, complaints, incident management and investigations functions and will determine how the outputs from each of those functions can be used in concert to identify where the organisation can take action to deliver the greatest benefit.

They will act as the system owner for both the BRC's Complaints, Compliments and Comments (CCC) System and Datix Cloud IQ (DCIQ), the organisation's incident reporting system. In this capacity they will be accountable for ensuring that both applications remain fit for purpose as the organisation develops and changes.

Key Responsibilities

Assurance and Oversight

- Working in close partnership with the Head of Internal Audit, develop and ensure delivery of an annual audit and assurance plan to enable an assessment of the organisation's adherence to policy and procedure and enable the identification of any non-compliance.
- Work with stakeholders across the BRC to agree proportionate remedial actions to address any non-compliance identified; ensure these actions are effectively tracked through to closure.
- Use the output from assurance activities to Identify opportunities to enhance, automate and improve processes and procedures.
- Oversee delivery of the organisation-wide complaints programme to ensure the BRC is able to capture, report on and learn from feedback received from parties external to the organisation.
- Attend the DCIQ Steering Group as the senior manager with accountability for the system; support the Datix Manager in ensuring that system changes proposed in that forum will be beneficial to the organisation, will not introduce undue risk and will be cost effective.
- Oversee delivery of the annual programme of shop audits (c. 150) and customer satisfaction visits (c.600).
- Ensure that the BRC has an effective process for investigating and learning from serious incidents.

Reporting

- Provide regular reporting on team activities and on the agreed actions stemming from them to senior management and governance forums as required.
- Develop and maintain a means of collating actions resulting from team activities such that (i) stakeholders can be provided with a single report detailing all matters for their attention; and (ii) opportunities to address multiple control weaknesses or process inefficiencies through implementation of a single change can be identified.

Community of Practice

- Develop and maintain robust working relationships with colleagues across the organisation who are responsible for assurance, compliance and performance within their directorates or services to enable the sharing of practice and learning and so support the development of BRC-wide best practice.

Leadership Behaviours

- Authentic, consistent and honest leader
- Actively listens and allow others to be heard.
- Adaptable to changing needs, pressures and opportunities.
- Empowers others based on skills and expertise.
- Dynamic, inclusive, compassionate and courageous

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff managed in accordance with BRC policies and procedures.

- All staff are kept informed of relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members.
- Work and behaves in accordance with all BRC policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Drivers Checks

> Required: No

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Knowledge and Skills	Essential	<ul style="list-style-type: none"> Proven consultancy skills – analytical, problem solving, and influencing Strong analytical skills – able to distil key messages and present them coherently to a range of audiences Detail orientated but can move between detail and strategy/big picture Adept at assessing and interpreting risk Excellent verbal and written communication skills Excellent organisation skills – able to multitask within clearly defined timelines Displays integrity and professionalism Capable of developing plans, managing workload / activities and taking accountability for delivery Strong interpersonal skills - capable of working collaboratively, credible in building relationships with all levels of internal and external stakeholders Able to show resilience and tenacity whilst remaining adaptable and flexible when working to tight deadlines and changes in priorities 	S	I	
	Desirable	<ul style="list-style-type: none"> Knowledge and understanding of the charity sector 	S	I	
Experience	Essential	<ul style="list-style-type: none"> Experience of managing an assurance, risk or governance function Experience of designing and overseeing delivery of an assurance programme Experience of working in a large and complex organisation Experience of leading and managing a team, coaching staff effectively 	S	I	
	Desirable	-			
Additional requirements	Essential	<ul style="list-style-type: none"> Ensures inclusive practice and promotes diversity Ability and willingness to occasionally travel in UK 	S	I	
	Desirable	-			

Our Values in Action		
<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 		

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.