

Head of Risk & Assurance

Job Description

Introduction

The Head of Risk and Assurance is responsible for oversight of our co-op's Risk Footprint, and Health and Safety framework. They will support the subsequent development, co-ordination and control of detailed policies and processes - in accordance with the Society's risk appetite. Such policies will maximise opportunities whilst minimising risks to our co-op, it's colleagues, customers, and members.

You'll become part of a skilled, engaged, and diverse team, supporting our co-op in its vision to be the East of England's most valued organisation.

Principle Accountabilities

- To develop and ensure the implementation of a robust and effective enterprise risk management framework across the Society's family of businesses. This will involve ensuring risks are regularly identified and assessed as part of the Society's business planning processes; and supporting the risk owners to develop and manage strategies to mitigate such risks.
- To support the Board of Directors in discharging its duties in relation to Health and Safety matters including the maintenance of robust governance and reporting of Health and Safety matters, examining business trends and business recommendations for action.
- To oversee and be responsible for the provision of support, guidance, education, and training colleagues to positively build awareness of health and safety and other areas of risk and compliance within the organisation and to engender a culture of ownership as appropriate to each level of the business.
- To manage the Society's relationship with its external internal auditor, to oversee the completion of internal audit reviews (in accordance with the agreed annual audit plan) and monitor the completion of and understand the recommendations arising from these.
- To provide reports to the Audit and Risk Committee in relation to the Risk Footprint and progress on issues arising from internal audits, on a scheduled basis.
- To act as the competent person, to provide in-house technical expertise and to act as a point of reference and consultation on health and safety matters and develop the health and safety management strategy, policies, and compliance programmes, seeking Executive/Board approval as appropriate within the agreed budgets.
- To engage with key stakeholders at all levels of the business, to fully understand business programmes, priorities, and requirements. Embedding customer service across the Risk team, work collaboratively to ensure that programme risks are identified, and mitigation/management is put in place by the programme leads to help achieve the goals of the programmes whilst minimising inherent risks.
- To identify system needs related to risk management and be responsible for their implementation and management, developing and embed their use throughout the business.
- Working with the Secretary (and where appropriate external legal advisors), to build, maintain and monitor compliance with a register of legislation and regulations and work with central support and business operational teams to ensure that the health and safety and other compliance programmes are fully embedded within the

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Society's operational activities to ensure required standards are met and policies followed. This will involve tracking of future legislation and regulation - providing support in preparing for and establishing suitable processes to ensure compliance.

- To develop a series of targets and KPIs to effectively monitor progress against, securing buy-in from business and overseeing the timely and robust production of agreed performance reports for appropriate audiences.
- To co-ordinate the regular and timely collation and reporting of relevant risk related matters, for internal and external reporting.
- To track progress against actions arising from a variety of audits and reviews and report same on a regular basis to appropriate audiences
- To own and manage the annual Risk budget and work with the Deputy Secretary in support with setting the Insurance budgets - developing appropriate forecasts if required.
- Provide support to the Deputy Secretary in the procurement of the Society's insurance policies to ensure that appropriate risks are covered. Such support to include working with the Society's brokers in recommending additional cover as and when required.
- To line manage and develop the Risk and Assurance team, providing support to plan and prioritise workloads, set objectives, conduct personal development reviews – and where required in the management of their teams to ensure they continually improve their personal performance and results and that of their teams (where relevant).
- To manage relationships with Primary Authorities, Local Authorities, Licensing Authorities, enforcement officials and external consultants and specialists, forming an effective bridge between such third parties and the core business.
- To act as the subject matter authority to support and collaborate with business areas in their response to formal enforcement and appropriate actions needed.
- To establish an external network of peers that will broaden understanding, identify opportunities to work with, or learn from others. To represent the Society externally at relevant meetings (trade/professional).
- To champion a culture of continuous improvement to develop and promote positive action.
- To provide support to the Secretary and Deputy Secretary on ad hoc matters.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Skills & Behaviours

Below lists the skills and behaviours required to complete the role of Head of Risk & Assurance at the East of England Co-op:

- Commercial awareness and ability to understand broad business issues.
- The ability to translate complex matters into simple and business-area appropriate language and present findings at senior meetings/and Board level.
- Collegiate and diplomatic in approach to working with operational teams at all levels.
- Strong project management skills.

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- Analytical skills and a good eye for detail.
- Ability to work under own initiative and without direct assistance.

Desirable Skills

1. Experience of Health and Safety Management in a medium/large, complex, and regulated organisation(s) (preferably including retail)
2. Relevant technical qualifications (health & safety management), acumen & senior level experience – with the ability to engage and inspire at all levels.
3. Proven experience in implementing and managing effective risk programmes that are efficient, effective, and positively adopted by the end users.

Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



Stronger together

Promote collaboration in day-to-day duties – we work as one team.



A place for people to grow

Demonstrate ongoing commitment to personal learning and development.



Do the right thing

Demonstrate value and integrity reflective of Our Co-op's values and principles.



Unstoppable

Be resilient and tenacious.

Operational Parameters

Play your part in our team succeeding. People are at the heart of what we do and drive the success of our business. Our culture of connecting, creating opportunity and delivering excellence shape how we think, how we do things and how we help our people fulfil their potential.

We embrace diversity and actively seek to attract individuals with unique backgrounds and perspectives. We break down barriers and encourage collaboration, enabling innovation and rapid development of solutions that make a difference. Our workplace generates an enriching and rewarding experience for our people, members, and customers alike. Our vision is to build an inclusive culture in which everyone feels valued.

We know that real personal growth cannot be achieved by simply climbing a career ladder – which is why we encourage and enable a wealth of avenues and interesting opportunities for everyone to broaden and deepen their skills and expertise.

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We are committed to supporting emotional, physical, financial, and societal wellbeing and adopt a flexible approach to working hours and location. This provides team members with the greatest opportunity to work in the way that fits them best individually and also allows the team to recognise and work with fluctuating workloads.

We also make reasonable accommodations for applicants and employees with disabilities. If an accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please make your recruiter aware, we want to ensure you perform at your best.

Disclaimer

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

This is a hybrid-working position which will require you to balance time in our office and working from home, the arrangements of which will be discussed at Interview.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.