

Introduction

As an Internal Assurance Advisor, you will play a critical role in the implementation of our co-op's risk assurance and monitoring programme to ensure that compliance is effectively monitored across significant risks to the business. This will provide the business with assurance and identify opportunities for improvement with the aim of minimising risks to our co-op, its 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.

Team Background

The Risk & Assurance Team develops, maintains and promotes the Risk Management framework for the business to support key stakeholders and risk owners in ensuring that significant risks are effectively and accurately identified, assessed and managed. This will allow the business to effectively mitigate threats whilst maximising risk opportunities, which will ultimately support the wider business strategy and help the business to successfully achieve its goals.

Key responsibilities of the Team include:

- Acting as subject matter experts for core business risk areas, including health & safety, food safety, product standards and restricted products.
- Working with key stakeholders to develop, manage, implement and maintain Risk related policies and processes.
- Coaching and supporting colleagues across all areas of the business to achieve and maintain compliance and safety standards.
- Coordinating and delivering Risk monitoring programmes (e.g. branch inspections, test purchasing) to monitor compliance and highlight opportunities.
- Investigating accidents, incidents and other safety/risk related events to identify root causes and highlight opportunities for improvement and development.
- Monitoring accidents, incidents and enforcement activity across the business to ensure that the appropriate level of support is provided, and improvement opportunities are effectively identified.

Principal Accountabilities

1. **Coaching & Support:** The role involves offering ad hoc advice, coaching, and support to colleagues and sites, ensuring the achievement and maintenance of safety and risk-related compliance. This includes providing assistance after enforcement authority interactions, collaborating with line management to address challenges, and actively contributing to projects with safety, risk, and legal considerations, emphasising effective risk identification and mitigation through the development of relevant policies and procedures.
2. **Monitoring & Review:** This involves actively implementing and supporting the development and management of risk-related assurance and monitoring programs. These programs encompass various activities such as Branch Compliance Inspections, Supplier Audits, Contractor Audits, and other monitoring activities

Internal Assurance Advisor

Job Description

essential for the internal assurance program. The focus is on ensuring a comprehensive approach to risk management through systematic inspections and audits across different facets of the business operations.

- 3. Investigations:** Conducting thorough risk and compliance-related investigations, generating necessary reports and recommendations after serious events. This encompasses follow-ups and investigations related to accidents, incidents, insurance claims, and potential safety or risk breaches. Emphasising the importance of effective root cause analysis during investigations, ensuring comprehensive understanding and providing recommendations following serious safety or risk-related events or occurrences.
- 4. Data Insight:** Performing trend analysis on various risk data, including accidents and audit/inspection results. The aim is to pinpoint opportunities for development and improvement. Close collaboration with management ensures a clear comprehension of risk data and its strategic application to enhance focus, compliance, and foster continuous improvement within the organisation.

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 Internal Assurance Advisor at the East of England Co-op:

- Communication
- Team work
- Adaptability
- Technical proficiency
- Customer focused

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 field based working position which will require you to balance time at various locations and offices across our estate, as well as 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.

Reporting Parameters

- **Location:** Head Office located at Wherstead Park, Ipswich, Suffolk, IP9 2BJ
- **Department:** Risk and Assurance
- **Reports to:** Ayse Singh (Internal Assurance Leader)

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.

Do the right thing

- We're fair, trustworthy, honest and open
- We behave in an ethical way
- We care for our colleagues, members, customers, suppliers and communities

Whichever value we are living, unstoppable, stronger together or a place for people to grow, we should be **doing the right thing** at the same time.

Unstoppable

- We're courageous, determined and resilient
- We welcome change
- We believe that 'speaking up' is important in helping us to improve

Stronger together

- We create a positive working environment through building good relationships with others
- We work as one team, wherever we work in our co-op
- We celebrate our differences

A place for people to grow

- We're open to learning new things every day
- We support each other to grow
- We strive to be the best we can be, personally and professionally