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| Role Title | Internal Audit Practitioner Apprentice | |
| **Competency Level** | **All Colleagues** | |
| **Pay Range / Scale** | **Apprenticeship level 4**  **24 Month Contract**  **£20,178pa** | |
| **Purpose**  To provide support and provide specialist knowledge to the service area | | |
| **Introduction to Department and function**  The role of internal audit is to provide an independent, objective assurance and consulting activity to add value and improve the Council’s operations. Internal Audit works closely with the Corporate Anti-Fraud Team (CAFT) who investigate allegations of fraud and corruption and proactively look to identify fraud through data analytics.  This apprenticeship will allow you to learn a variety of skills to undertake effective audits. This will include having a commercial awareness of the business area being audited; understand risk and controls; build excellent communication skills and relationships and work collaboratively with colleagues, partners and stakeholders with a questioning mind. You’ll also gain experience of tools and techniques to obtain and interpret relevant data/information for audits. You may also gain insight and experience helping CAFT with initial reviews and enquiries on proactive fraud work, for example in response to the National Fraud Initiative. | | |
| **Generic Accountabilities** | | **End Results/ Outcomes** |
| Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service. | | The service is delivered to the quality, organisational and professional standards required  Customer / stakeholder expectations are managed in relation to what can be delivered.  The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints. |
| Maintain all required records and information. Analyse and interpret complex information, for input into reports. | | Procedures are adhered to and all information is correctly recorded and processed.  Accurate, complete and relevant information / records / reports are provided for internal and/or external use. |
| Develop specialist documents / materials / activities to support / promote the service area. | | All materials / activities are delivered to the required standards and timescales.  Communications are clear, well planned and effectively targeted. |
| Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area. | | Expert advice, information and support are provided on the full range of issues within the field of expertise.  Queries / complaints are effectively managed.  Appropriate action is taken to resolve the issue.  Customers are satisfied. |
| Maintain information systems which support the specialist area. Contribute to the development of these systems. | | Changes to systems, are identified and recommended.  Systems meet operational requirements. |
| Work closely with others to clarify changing customer / organisational requirements. | | Customer requirements are identified and documented.  Improvement opportunities are identified and recommended. |
| Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. | | Specialist work area reputation is maintained or enhanced.  Stakeholders are engaged with activity relevant to them.  Positive feedback is received from stakeholders.  Best practice is shared. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | | Work is carried out in a way that is safe and without risks to health. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post. | | Safeguarding standards are monitored and maintained in compliance with Council policy |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | | All policies and procedures are complied with. |

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| **Job Specific Accountabilities:** | **End Results/ Outcomes** |
| Support the in-house Internal Audit team and internal audit partners with the planning, scoping, execution and reporting of audits including follow up management | Perform research as directed to collate information for Terms of Reference;  Determine scope of reviews in conjunction with the audit lead;  Delivery of quality audit work in line with the Internal Audit methodology and budget;  Issue and collate satisfaction surveys and results;  Manage the follow-up schedule. |
| Review the suitability of internal control design | Identify reportable issues and prevalence of risk, based on testing;  Assess the effectiveness of the implementation and operation of internal controls;  Documenting the business process and control environment through process mapping, e.g. flowcharting, and validating the process via a ‘walkthrough’;  Determine compliance with policies and procedures;  Identify vulnerabilities and exposures. |
| Build strong working relationships with the client, ensuring any problems or requests are dealt with promptly or escalated to management as appropriate; | Stakeholder management with peers and officers across the Council;  Communicate the results of audit work to audit management;  Draft good quality written reports and updates, clearly articulating the risks and control opportunities;  Act as point of contact for the service;  Resolve problems, within scope of role, escalating to line manager as required. |

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| **Nature of Contacts** |
| Key contacts are internal and external customers/stakeholders including dealing with challenging situations where influence may be needed.  Deal with people at all levels confidently, sensitively and diplomatically.  To respond positively and promptly to customer and service requests |

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| **Procedural Context** |
| Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.  Usually works within laid down procedures but needs to deal with day-today problems without always referring to others.  Decisions will be made based on Council and legislative policies and procedures  Responsible for meeting performance standards within a policy framework and regulatory guidelines.  Occasionally the post will be expected to work from other locations  The Council are working with the London Borough of Enfield under a shared services arrangement for Internal Audit and Anti-Fraud delivery. The post holder may be required to work at Enfield Council premises, undertake work on behalf of Enfield Council or assist with Enfield work and support officers as required. |
| **Key Facts and Figures**  The post holder will be required to work hours as determined by service delivery requirements. Also required to work at various locations within and outside of the borough boundary including premises and locations within Enfield Council boundary.  The post holder maybe required to undertake such special assignments as may be necessary in the exigencies of the service.  To undertake any other duties consistent with the level and nature of the post. |

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| **Resourcing** |
| **Budget Responsibilities: None** |
| **Supervisory Responsibilities: None** |
| **Knowledge, Skills and Experience** |
| * Excellent communication skills, written and verbal; * A broad understanding of the Public Sector; * Excellent people skills - able to influence key stakeholders across the Council; * A basic understanding of the work of an Internal Audit function; * Proven analytical skills; * Strong team playing skills with good organisation, planning & leadership skills; * Experience of building relationships with others; * Resilience; * Ability to work in a fast-paced and dynamic agile environment; * Highly motivated approach; * Ability to adapt to change quickly and multi-task; * Ability to analyse and interpret a variety of data; * Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused service; * Good levels of literacy and numeracy; * Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others; * Ability to deal diplomatically and confidentially with a wide range of internal and external stakeholders. For example, members of the public, colleagues from other departments, senior managers, external professional companies that provide relevant services; * Ability to identify improvements to processes and systems and to share the recommendations with the wider team; * Proactive and enthusiastic with a positive attitude; * Professional. |
| **Indicative Qualifications**  A levels or equivalent (which may be another Level 3 qualification, for example an Apprenticeship or BTEC or another relevant qualifications) or experience and related practical experience  5 GCSE grades A\*- C/9-4; including English and maths or equivalent  **Apprenticeship Training to be provided**  This is a level 4 apprenticeship and will be required to complete the:   * • IIA Certificate in Internal Audit and Business Risk * • Certified Internal Auditor (CIA) Part 1 – Essentials of Internal Auditing   Successful candidates will also have full access to the Council’s internal profession development training. Additional training will be provided on Council systems that are required to fulfil duties. |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |