

Job title: Internal Assurance Manager/Market Assurance Manager

Reports to: Head of Audit and Assurance

Job purpose

The primary role of the Assurance Manager roles is to enhance the functioning of the non-household water market through the delivery of high quality, risk focussed audit activity both within MOSL and across the wider market.

Within MOSL, the Internal Assurance Manager will deliver targeted internal audits focussed on high risk areas to identify opportunities for improvement and ensure previous actions from audits are tracked and completed. They will also support development of the newly established Compliance Framework, ensuring that key process risks have appropriately designed controls, and testing the operation of these controls. They will also co-ordinate the quarterly update of Business Continuity plans and the related annual audit.

Within the wider non-household market, the Market Assurance Manager will conduct risk focussed audits of Trading Parties to drive improved compliance with relevant market requirements and identify opportunities for sharing best practice and improving how the market operates. They will manage the activity of external audit providers where these are used to support delivery on specialist areas. They will work with the wider MOSL team to help effectively scope audits using data driven insight and understanding of risk. They will also provide reporting on the outcome of audit activity to the Panel sub-group and other stakeholders.

Both Assurance Manager roles will report to the Head of Audit and Assurance. Each manager will undertake some assurance activity across both areas (MOSL and Trading Parties) allowing flexibility, cross skilling and additional capacity at peak times. The Internal Assurance Manager will lead on internally focussed activity within MOSL, whilst the Market Assurance manager will lead on market assurance activity undertaken on trading parties. This will be reflected in the respective balance of activities and decision-making and will

provide opportunities for each manager to develop the wider assurance strategy in their respective lead area working with the Head of Audit and Assurance. They will also take a more primary role in their lead area for stakeholder relations and communications, and for maintaining up to date technical and best practice knowledge.

Key accountabilities (operational, financial and people)

- ◆ Delivery of targeted internal audits on higher risk areas within MOSL, following best practice audit methodology, providing tailored and relevant recommendations and communicating findings to senior stakeholders (*primarily – Internal Assurance Manager*)
- ◆ Tracking of audit and risk mitigation actions, testing evidence for completion and reporting of status (*both roles*)
- ◆ Development of Compliance Framework – mapping out key internal processes, risks and mitigating controls to ensure management of compliance with relevant obligations (*primarily – Internal Assurance Manager*)
- ◆ Working with business areas to develop enhanced Business continuity planning including documentation of key mitigation (*primarily – Internal Assurance Manager*)
- ◆ Working with wider MOSL team to define scope of trading party audits, using data driven insight to ensure this is focussed on areas of highest risk (*primarily – Market Assurance Manager*)
- ◆ Delivery of targeted Trading Party audits following best practice audit methodology and working with wider MOSL team to provide insight and assurance over compliance within the market (*primarily – Market Assurance Manager*)
- ◆ Presenting to trading parties, Panel audit sub group, Panel and MOSL Audit committee on audit findings (*primarily – Market Assurance Manager*)
- ◆ Keeping up to date on audit and risk management best practice and technical updates. Providing tailored technical support and guidance as required to the wider business (*both roles*)
- ◆ Training of MOSL colleagues on audit (internal and external) methodology and related skills to broaden capability and understanding of market obligations (*both roles*)

Personal profile

Core Capabilities

- ◆ Experience of risk management and controls frameworks, including process mapping
- ◆ Experience of delivering audit activity, including knowledge of related standards, best practice reporting and project management
- ◆ Strong communication skills including report writing and presenting to range of senior stakeholders

Additional Experience

- ◆ Knowledge of Business Continuity planning frameworks, beneficial but not essential
- ◆ Understanding of water industry or other regulated industries, beneficial but not essential

Education/qualifications

- ◆ Educated to degree or equivalent level.
- ◆ Related professional qualifications are beneficial, but not essential.

Personal Characteristics:

- ◆ High attention to detail and excellent analytical skills
- ◆ Ability to challenge and hold internal and external stakeholders to account
- ◆ Process mindset, able to easily follow and understand c