

JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Risk & Compliance Manager

Reports to: Head of Risk & Compliance

Based at: Downton

Job Purpose	Protecting the organisation, its staff and beneficiaries by ensuring risk and fraud is effectively managed and mitigated across the charity, that regulatory and statutory requirements are met, and we adopt best practices. All of this in a fast-paced, constantly changing environment focused on continuous improvement.
Accountabilities	<ul style="list-style-type: none"> Managing risk and protecting the charity from fraud.
Main Responsibilities	<ul style="list-style-type: none"> Embed and improve a culture of Risk Management and Fraud Awareness supported by effective policies and guidance to build skills and capabilities across teams as well as meeting regulatory/legal requirements. Support the delivery of risk and compliance to provide assurance to the Trustees Risk Management and Fraud prevention practices including implementing systems/processes that will aid fraud detection. Acts as the central point of contact for all suspected/potential fraudulent activities responding to enquiries promptly and efficiently to ensure good customer care. Maintaining the log of all suspected fraud and conducting investigations, reporting findings and making recommendations and where appropriate, escalating to the Charity Commission, Trustees and Police. Ensures statements are prepared promptly where cases are to be referred for prosecution. Supports individuals who may be required to give evidence in court and is able to testify at court hearings themselves. Own and manage the register of Intellectual Property for the charity. Assist with the management of serious complaints Deputise for you Line Manager, where appropriate, at both internal and external meetings/events Build relationships with key stakeholders within H4H, internal auditors, legal advisors and external networks. Prepare and present reports/briefing material for the Executive Team and Trustees regarding fraud and risk management.



	<ul style="list-style-type: none"> • Support with pre-contract and contractual document reviews and file/records management.
Essential Knowledge, Skills & Experience	<ul style="list-style-type: none"> • Proven track record of formulating and implementing risk management strategies, policies and operating practices including fraud prevention. • Demonstrate good knowledge of data protection requirements, criminal and charity law/regulation. • Team working in complex/multi-site environments • Exceptional written communication. • Strong analytical and negotiation skills. • Undertake detailed, independent investigations with tact and discretion collating statements and evidence to support cases referred for prosecution. • Be able to produce written or verbal briefs, papers, or presentations to high standards and tight deadlines. • Ability to manage numerous concurrent tasks with conflicting priorities • Risk Management/Fraud/ Charity governance background • Relationship building at all levels with the skills and knowledge necessary to be credible to the Trustees, Directors and Heads of the Charity • Stakeholder management
Desirable Knowledge, Skills & Experience	<ul style="list-style-type: none"> • Excellent IT skills including Microsoft Office/365 • Experience of working within a regulated environment • Contractual/Charity Governance experience is advantageous
Key Competencies & Behaviours	<ul style="list-style-type: none"> • Confident and polite manner • Ability to build rapport quickly and to understand needs and expectations • Positive, empathetic, patient, polite and friendly manner • Ability to remain calm under pressure • Displays the highest levels of integrity, confidentiality and commitment • Respond quickly to changing demands and demonstrate strong skills in prioritisation and time management • Work within a range of environments and working cultures, adapting personal style accordingly • Lead and drive work forward with minimal direction • Analyse information quickly and communicate in a concise and articulate manner • Well organised with the ability to prioritise • Attention to detail in all aspects of work • Demonstrates an ability to work as part of a team and be a flexible team player • Demonstrates self-motivation • Flexible re. hours of work

Model our Values. We are:

- Innovative-Collaborative-Authentic-Resourceful-Energetic