

# Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

<b>Job title</b>	Risk & Compliance Manager	<b>Location</b>	London office hybrid or Chesterfield office hybrid
<b>Contract type</b>	Full time, 35 hours per week	<b>Contract length</b>	Permanent
<b>Date</b>	July 2022		

## Context

We are Versus Arthritis. Alongside volunteers, healthcare professionals, decision makers and researchers, we do everything we can to push back against arthritis. Together, we'll continue to develop breakthrough treatments, campaign relentlessly for arthritis to be seen as a priority and support people with arthritis whenever they need it. We're making real progress. But there's still a long way to go and we won't stop until no-one has to tolerate the pain, fatigue and isolation of arthritis.

Risk and compliance are increasingly important in the UK's regulatory and corporate environment, and in particular for charities. Reforms to UK corporate governance rules and the Charity Governance Code bring greater scrutiny to how Boards oversee decision-making and behaviour in their organisations.

## Main purpose of the role

Overall responsibility will be held by the role for the charity's risk management strategy and for co-ordinating risk and compliance activities across Versus Arthritis.

The role will design, implement and maintain an integrated approach to risk and compliance, consisting of clear standards and effective process controls, aligned to business objectives and underpinned by high-quality risk awareness, activism and a balanced risk appetite at all levels. Assurance on this will be derived from the Charity's internal audit service.

Adopting a business partnering approach, the role will provide specialist technical guidance in matters of risk management and regulatory compliance to managers and staff across the charity.

The role will provide GDPR and other data protection advice across the charity and provide specialist support to the Data Governance Programme in relation to our legal and risk position.

In the successful performance of their duties, the role holder will develop a close working relationship with members of the Organisational Leadership Team (OLT) and trustees as well as members of the Charity's Risk & Audit Committee (RAC).

## Management and key relationships

### Roles managed

None

### Reports to

Head of Governance, Assurance and Legal

### Key Relationships

- Director of Finance and Corporate Resources
- Director of Services & Influencing
- OLT
- RAC
- Head of Governance, Assurance and Legal
- Head of Organisational Development
- Head of UK Delivery
- Head of Innovation & Support
- Heads of within the Finance and Corporate Resources Directorate
- Head of Improvement & Impact
- Data Governance Manager

## Main Responsibilities and Duties

1 Improve risk and compliance elements under the current organisational framework:

- Update and maintain policies and procedures relating to governance, risk and compliance.
- Co-ordinate with charity colleagues to define and maintain an active and transparent organisational risk appetite.

- Work with internal audit to initially develop a risk-based assurance framework and monitor and maintain this to provide ongoing risk assurance clarity.
- Engage with colleagues across directorates to provide specialist risk and compliance advice, evidenced by positive feedback.
- Lead and present corporate risk reports to OLT and Trustees (mostly RAC) as required; Monitor and periodically review the use and impact of risk-based decision-making and, alongside the internal audit function, provide reports to the Board of Trustees.
- Maintain and improve the risk register system and its oversight across the Charity, including the Corporate Risk Register; and leading and working in partnership with directorate and other risk co-ordinators.
- Work with the Data Governance Manager and Data Stewards to identify and respond to data quality issues, evidenced by clear action plans and issue records.
- Managing the Charity's insured risks, acting as lead in the relationship with the Charity's insurance brokers from time to time and attending to all policy renewals and related procurement processes.

**2** Enable an integrated approach to risk and compliance through the charity's executive team, staff and volunteer network:

- Identify and upgrade ownership of policies and procedures and improve co-ordination and quality through a "hub and spoke" model.
- Create a systematic organisational approach to implementing and supporting policies, procedures and processes using defined standards, ensuring appropriate monitoring, compliance and reporting.
- Assess existing business processes and process steps in terms of risk and support colleagues in identifying appropriate controls, using data and automation where possible.
- Define a sustainable approach to embedding role-based awareness of governance in context of the charity's wider transformation portfolio and integrated into the organisational development offer.
- Implement an incident notification, resolution and investigation protocol to capture risk events, issues and irregularities.
- Advocate for and role model a culture where active management of risk is part of the charity's default way of working.

**3** Maintain risk and compliance across Versus Arthritis by:

- Providing specialist technical and strategic advice to the compliance 'spokes' when developing, updating and implementing policies, procedures, processes and guidance.
- Assessing new and changed business processes and process steps as above.

- Monitoring and reviewing controls and assurance to maintain quality standards, while enabling flexibility to increase or simplify control as risk assessment permits.
- Overseeing the assurance framework relating to compliance with legal obligations and internal policies, and in response to organisational risks.
- Providing high-level support and assistance on legal and internal compliance requirements (for risk management and data protection see below), evidenced by positive feedback.
- Managing the incident process and providing timely reports/dashboards to Board, RAC and OLT.
- Maintaining a compliance register and calendar.
- Promoting a culture where key colleagues actively horizon scan for emerging or new regulation, and guide them in proactively changing working practices.

4 The role will act as Data Protection adviser. To achieve this the role will:

- Provide training and advice to colleagues and others on the application of GDPR on behalf of the Data Protection Officer / Data Governance Manager, evidenced by monitoring, pending resolution of the overall Versus Arthritis training offer
- Manage legal requirements such as data breaches and formal record-keeping requirements, on behalf of the Data Protection Officer / Data Governance Manager evidenced in the relevant logs and reviewed by the Charity's internal audit function.
- Monitor levels of compliance and make appropriate recommendations to the Data Protection Officer / Data Governance Manager on issue resolution. This will be evidenced by reporting from the Data Protection Officer
- Review compliance around GDPR and propose improvements in data governance.

## Criminal Record Check

### Requirement

This role DOES require a Criminal Record check

## Person specification

Knowledge, skills and experience: key requirements

Requirement		Evaluation Stage
1	Analytical and problem-solving skills to define robust plans and solutions.	Application / Interview
2	Robust interpersonal skills to engage with colleagues and deliver through others.	Application / Interview
3	Deep understanding of risk management (may be evidenced by experience within a similar role, robust knowledge of legislation, audit regulations, applicable standards etc.)	Application / Interview
4	Project and programme management with good attention to detail. Proactive and conscientious person with the ability to work on multiple tasks simultaneously.	Application / Interview
5	Significant experience in strategic planning, enterprise architecture, governance and compliance.	Application / Interview
6	Knowledge of data protection law.	Application / Interview

## Desirable requirements

Requirement		Evaluation Stage
1	Able to work flexibly in terms of hours and travel.	Interview
2	Six Sigma green or black belt.	Application / Interview
3	Experience in the charity sector, other relevant qualifications	Application / Interview

## Values and behaviours

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

- We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people's **health and wellbeing**.
- We value **learning** to increase our impact for people affected by arthritis.
- We value being **accountable** for our actions and have **high expectations** of each other.
- We value **persevering** with challenges when we know **it's the right thing to do**.