

Assurance & Counter Fraud Manager

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Assurance & Counter Fraud Manager

Position in the organisation

Reports to the Head of Legal, Risk, and Assurance.

Line Manages the Assurance team.

Member of our Assurance team.

Part of our Finance & Assurance directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

In Finance & Assurance, our vision is to be the Society's single point of truth. We are trusted partners, credible experts, working as one team to be a true enabler to the organisation as it makes impact to end the devastation of dementia.

Partnership, collaboration, accountability, professionalism and a restless desire to constantly improve are needed in every role across Finance & Assurance. That is especially true for this role the Assurance & Counter Fraud Manager who will work in close partnership with key stakeholders across Directorates and up to Trustees, to deliver a professional, credible, and valued assurance and counter fraud service.

The Assurance & Counter Fraud Manager helps to influence and strengthen the Society's governance, risk management, and control processes. Liaising with key stakeholders, the Assurance & Counter Fraud Manager will lead assurance arrangements, enhancing the organisation's decision-making and oversight, reputation and credibility with its stakeholders, and ultimately the successful achievement of its objectives.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A trusted expert** who believes in working **Better together** and demonstrates true **Compassion**.

Key accountabilities and responsibilities

- The Assurance & Counter Fraud Manager will help develop and maintain professional internal audit arrangements that are reflective of the organisation's risk profile, and provide adequate assurance to senior managers and Trustees, in line with their responsibilities.
- Help further develop and embed the strategic direction of internal audit including its independence and objectivity, strategy, and conformance with relevant professional standards.
- Oversee delivery of the internal audit plan and associated audit activity, to enable a robust and effective internal audit annual opinion.

- Deputise for the Head of Legal, Risk, and Assurance when required, providing independent assurance to the Board and Executive Leadership Team on the effectiveness of internal controls, risk management, and governance across the organisation.
- Help lead and manage a team of assurance professionals, providing guidance, support, and professional development opportunities.
- Role-model a high challenge, high support culture with accountability and performance as critical drivers to success, ensuring individual and team development is front and centre of our approach to assurance and counter fraud.
- Evaluate and provide assurance that internal processes and controls are designed and operating effectively to mitigate risks, provide solution focused pragmatic recommendations for improvement.
- Promote and champion an effective counter fraud culture and associated framework across the Society.
- Help further develop and maintain an effective Counter Fraud strategy and policy for the Society, including counter fraud risk assessments, training, and awareness sessions.
- Maintain a log of all fraudulent incidents, undertaking investigation/ further assurance work where required to provide a robust but proportionate counter fraud response.
- Help drive a culture of continuous improvement across the Assurance team, as well as promoting improvements to processes and controls to embrace our commitment to ongoing transformation.
- Keep abreast of sector best practices and emerging trends in assurance and fraud.

We are looking for someone who can...

- Understand the critical role of Finance & Assurance as an enabling partner directorate in ultimately creating impact to end the devastation of dementia, linking everything you do back to the ultimate objectives of the Society.
- Work collaboratively and enthusiastically with colleagues across Finance & Assurance and across the Society more widely to deliver first class partnership and expertise.
- Role-model our values and embrace a high challenge, high support, high performing environment.
- Drive continuous improvement, including through bringing best-practice from across the sector and more widely, using horizon-scanning and networks to bring new ideas to the table.
- Have the ability and willingness to travel independently on behalf of the Society on request, including occasional overnight stays as required.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be enthusiastic for personal learning and development, to support the learning and development of others and the whole organisation.

- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
A practicing Internal Auditor operating at a senior level within an internal audit team, with a demonstrated track record of leading successful audit teams and deputising for the Chief Audit Executive. Experience in Counter Fraud activities would be desirable.	A
Achieved or working towards a relevant Internal Audit qualification or demonstrating equivalent experience. We will support professional study for the right candidate.	A
Demonstrable ability of providing strategic internal audit advice and contribution towards producing a risk based internal audit plan.	A
Broad knowledge of internal audit methodologies, risk assessment, and control frameworks and tools.	I
Broad knowledge of counter fraud methodologies, processes, investigations, and relevant legislation.	A
Knowledge of the Charity Commission guidance in relation to fraud protection, along with the Code of Fundraising Practice.	A
Experience of drafting professional, clear, and valuable reporting through to Board, Committees, and Executive Management.	A
Strong leadership and team management capabilities, providing the environment and support to enable others to reach their potential.	I
Clear, persuasive communicator with the ability to influence and build strong relationships at all levels, balancing assertiveness with a collaborative approach.	I
High standards of personal conduct and integrity.	I

Competencies & personal attributes	Application (A) or interview (I)
Takes initiative and is comfortable working independently as well as collaboratively.	I
A critical thinker, able to identify and act on ways to work more effectively and efficiently.	I
Celebrates progress, solutions and impact rather than activity.	I
Delivers effectively to timelines in complex and sometimes ambiguous environments.	I
Deeply committed to the development of yourself and others.	A/I
Resilient and adaptable, with a strong work ethic and the ability to navigate changing situations and diverse teams.	I
Welcoming and respectful of diverse perspectives, experiences, and opinions.	I
A team player who sees opportunity and energy in working together to solve problems.	I

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact:
careers@alzheimers.org.uk

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave