

## **CITY OF HAMILTON**

### **CITY MANAGER'S OFFICE**

### **(AUDIT SERVICES DIVISION – AUDIT AND CONTROL SECTION – LOCATION – HAMILTON CITY CENTRE)**

### **DIRECTOR, AUDIT SERVICES**

#### **SUMMARY OF DUTIES**

Reporting to the City Manager provides strategic leadership to a specialized workforce engaged in the analysis of services and recommendations of improved methods, systems or techniques to support the delivery and integrity of services to the Corporation and the public.

Functionally reports to the Audit, Finance and Administration Committee of Council.

Accountable for establishing and achieving divisional goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practices" approach in developing and delivering high quality audit services in a timely and cost effective manner.

Evaluates and reports on the City services, financial, administrative and staff performance against internal and external benchmarks. Performs independent reviews and evaluations of all significant activities throughout the corporation in order to establish that these activities are executed in compliance with prescribed policies and procedures including value for money audits. Designs strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Possesses a demonstrated record of strong leadership and guidance, customer service focus, innovation and creativity, team advocacy, staff delegation, staff capacity building and achievement of results in accordance with our corporate culture.

Possesses a high level of personal integrity and consistently demonstrates positive, constructive communication ability.

#### **RESPONSIBILITIES**

You will assume lead accountability and responsibility for the Audit Services Division and the delivery of audit services meeting the internal client needs and the changing needs of the residents and businesses of the City of Hamilton.

The Director is accountable to the City Manager for leading by example and setting above average standards for the administration of the Audit Services Division in accordance with City and Provincial guidelines and professional standards and in the most effective and efficient manner consistent with the City of Hamilton Mission, Vision and Values.

#### **GENERAL DUTIES (INCLUDING BUT NOT LIMITED TO,)**

Participate in strategic planning and direction as a member of the City Manager's Office.

Promote teamwork and integration of work between the divisional units and with other work groups participating in cross-functional and cross-program initiatives in accordance with our corporate culture.

Develop and build capacity of staff through delegation of responsibilities and accountabilities through regular feedback and by providing development opportunities and technical direction.

Monitor operations, projects and research within the Division to ensure safety, service quality, cost-effective and

timely delivery of services.

Implement customer-service initiatives and create a customer-focused culture.

Attend public meetings to present the City's position/actions to the public, media and outside government bodies.

Participate and regularly act as main spokesperson on Audit issues. Respond to issues and queries raised by Council.

Prepare semi-annual report to the Committee of the Whole and the City Manager.

Prepare an annual Audit Plan and update the long-term audit plan annually.

Assume responsibility for the preparation of all Corporate Effectiveness and Value for Money reports and provision of information and assistance to departments.

Co-ordinate and advise on managerial accountability for all corporate policies.

Fulfil responsibilities as outlined in the City's Whistleblower Bylaw.

Oversee and/or perform special audits and investigations, as requested by management.

Provide input to the development of the Secretariat budget process and monitor the budget for the Internal Audit Division.

Participate in selection of the external auditors with General Manager, Finance & Corporate Services.

Ensure compliance with provincial and federal statutes, regulations and standards and municipal by-laws and policies.

Respond to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements as appropriate.

Provide professional consultation, including reports to Council and its committees.

Act as internal consultant providing information and assistance to Departments.

Provide a systematic disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

## **QUALIFICATIONS**

1. University degree in business or related discipline and ten years progressive management experience including five years in a municipal environment, or an equivalent combination of education and experience.
2. Professional Accounting designation, ideally combined with certification as a CIA, CFE, or CISA. A masters degree in Public Administration/Business is strongly preferred.
3. Must have or be willing to obtain certification with the Institute of Internal Auditors (CIA – Certified Internal Auditor).
4. Experience with comprehensive/management auditing.
5. Must be able to work in an independent and confidential manner, making sound judgements based on results of fieldwork.

6. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big- picture thinking.
7. Highly developed ability to articulate a vision, to lead and inspire others.
8. Highly effective leadership, facilitation, communication, interpersonal, project management and organizational skills in a predominantly unionized environment.
9. Experience in designing and delivering customer focused programs and services.
10. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
11. Thorough knowledge and understanding of statutes, regulations, standards and by-laws affecting the Audit Division.
12. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
13. Ability to be flexible and willing to change priorities to meet constantly changing and ambitious deadlines.
14. Ability to maintain complete and complex records and to deal effectively with issues and matters that have potential to lead to litigation.
15. In depth knowledge of the corporation's functions and processes in order to carry out proper risk assessment.
16. Working knowledge of computer software applications.
17. Must demonstrate leadership competencies including results/achievement focus, human resources management, financial management, strategic and business planning, decision making/judgement, professionalism and job knowledge. Extensive experience in public sector management, including strategic initiatives, operations management, change management, and intergovernmental affairs is also required.
18. Thorough knowledge/understanding of related statutes, regulations and by-law. Experience in designing and delivering customer focused programs and services. Experience with comprehensive/management auditing. Possess a demonstrated record of innovation/creativity, empowerment, and outcomes oriented. Ability to maintain complete and complex records and to deal effectively with litigious matters.
19. Monitors the political environment, reads, researches and network to keep on top of changing issues that impact the City. Highly effective leadership, facilitation, communication, interpersonal, negotiation, project management and organizational skills in a predominantly unionized environment. Ability to develop and maintain strong relationships with key stakeholders across all departments.
20. Respected professional within the audit community with effective relationships to progress the City in leading practices and enable input into the selection of the external auditors with General Manager, Finance & Corporate Services. Respond to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements as appropriate.
21. Proven track record in issues management and excellent communication & influencing skills to develop strong relationships. Demonstrated ability to deal effectively with elected officials, government departments, all levels of staff and the public. Demonstrated political acumen with the ability to handle politically sensitive issues with tact, diplomacy and integrity.
22. Will be accountable to the City Manager for leading by example and setting above average standards for the

administration of the Audit Services Division in accordance with City and Provincial guidelines and professional standards and in the most effective and efficient manner consistent with the City of Hamilton Missing, Vision and Values.