

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(AUDIT SERVICES DIVISION – INTERNAL AUDIT - LOCATION – 77 JAMES ST. N., SUITE 400)

MANAGER OF PERFORMANCE & INTERNAL CONTROL/DEPUTY CITY AUDITOR

SUMMARY OF DUTIES

Reporting to the Director, Audit Services, the Manager provides objective assurance and advice to Council, the City Manager and senior management on the adequacy and effectiveness of controls in City functions and programs. Responsible for effective and efficient day-to-day oversight and direction of audit staff, providing guidance and ensuring work is completed in compliance with International Standards for the Professional Practice of Internal Auditing. Assists senior management in identifying and mitigating risks in their respective areas of operation, such that objectives are effectively achieved, applicable policies and legislation complied with and sound management practices adhered to. Provides value added and independent advice and guidance on financial, policy, operational, risk, control and governance issues.

Assists the Director, Audit Services in fulfilling the requirements set out in the Auditor General By-Law and in formulating the strategies, objectives, activities, policies and priorities for the Division, including the preparation of risk based annual and multi-year work plans that take into account corporate issues and priorities. Implements and tracks team success on strategic initiatives

Oversees and manages multiple risk based audit, evaluation, consulting and risk assessment projects of the most complex fiscal and operational activities of City departments, fraud/waste/whistleblower, investigations, corporate performance measurement (including overseeing MBNC, Municipal Co-Leads and management of Our Citizen Survey Project team). These duties encompass areas involving significant financial or technical considerations, unique special assignment requests that are major in scope or confidential in nature, by designing and establishing appropriate objectives, scope and methodology, and organizing and overseeing the work to completion.

Assists the Director in ensuring that the Division's work plan is completed with due regard to identified needs, scope, schedule, project budgets and risk analysis. Oversees and conducts ongoing quality assurance reviews while ensuring consistency with international standards

Is accountable for evaluating the integrity of information, appropriateness of City governance, risk and performance measurement frameworks, the effectiveness and efficiency of services and programs, the processes for ensuring compliance and integrity of the internal control system, and for recommending improvements and maintaining a sound evidentiary basis for evaluation conclusions.

Manages a team of professionals that investigate and recommend innovative/creative processes and related controls for improving the effectiveness, efficiency and economy (value for money) of City services.

Promotes Internal Audit as a value-added service to the organization, builds and maintains internal/external relationships and helps to deliver audit services that consistently improve the risk and control environment and the ability to achieve operational excellence.

GENERAL DUTIES

Oversees the execution of audit, consulting, risk assessment and investigation engagements, including the development of recommendations, and presents results and conclusions to senior management.

Monitors and expedites the progress as well as action taken by management on report recommendations, and prepares regular status reports to the City Manager and Council.

Provides advice and consultation on strategic design approaches to risk management, control governance and performance management issues.

Has direct accountability for the coaching and leadership of designated staff in order to maximize utilization of human resources through delegation of workload, coaching, monitoring and evaluating individual performance and Divisional goals.

Participates and provides internal audit advice on complex organization and change management initiatives and policy proposals, thereby assisting senior management in creating a work environment and structure that facilitates and promotes a high level of organization performance and accountability.

Supports capacity building, organizational and leadership development through a wide range of techniques including leading training sessions, coaching membership and expert advice.

Leads research and development of controllership, risk management, whistleblower, fraud and audit policies.

Provides direction, leadership, teamwork coordination, and technical advice to audit staff to ensure work is carried out according to established procedures and terms of reference. Monitors and evaluates work progress on the Division's work plan, including staff performance by conducting periodic status meetings with assigned staff and advising Director of progress and auditor performance on a regular basis.

Oversees and manages orderly reviews of all engagement working papers and draft reports prepared by staff for quality, accuracy and completeness before submitting to the Director for final review and approval.

Develops and builds staff capacity based on identified needs and deficiencies. Motivates staff, sets expectations and builds a positive team culture.

Formulates strategies and scope for the review/audit of highly complex or sensitive corporate activities using appropriate audit techniques and experienced knowledge and judgment to determine the efficiency and effectiveness of practices. Resolves issues and recommends corrective action to senior management through written and verbal reports.

Provides audit expertise and assurance to the City manager and senior divisional management in the design, development and implementation of new/enhanced programs, information technology systems, processes and initiatives by ensuring applicable risks are identified and properly addressed.

Participates and or represents the Director, Audit Services on project teams, as well as various internal committees, to facilitate appropriate input to initiatives including those that impact the policies, strategies or programs of Audit Services.

Manages the City's Fraud & Waste Hotline by monitoring vendor contract performance and ensuring quality completion of special projects and investigations, through assignment of intake, evaluation and investigation of suspected fraudulent activities, wrongdoing or waste allegations, procuring third party resources as necessary.

Assists in developing and monitoring the planning, administration, professional development, performance measurement and audit related systems/programs for the Audit Services Division, as well as ensures staff are trained and have the necessary skills to effectively carry out their work.

Annually reviews the performance of staff and, as appropriate, recommends promotions, merit increases, demotions, terminations and discipline.

Prepares and monitors Audit Division's annual operating budget, including quarterly variance reporting, and directs staff in planning and monitoring of project and year-end budgets.

Prepares corporate reports, briefing documents and correspondence for the Director, Council and Committees ensuring effective briefing including strategic advice options and recommendations.

Maintains professional relationships with other audit organization and professional associations to keep current on developments in the audit field.

Attends Council and Committee meetings on behalf of the Director for the purpose of presenting reports, responding to queries and representing Audit Services, as required. Assumes the role of Acting Director in the absence of the Director to provide continuity of direction.

Performs other related duties as assigned by the Director, Audit Services, which are unplanned or of a transient nature, and which are consistent with the foregoing job responsibilities.

Ensures that effective relationships and communications are maintained with elected officials, senior management, external auditors and other applicable parties. Performs public relations activities and presentations on behalf of the Division.

Interfaces with and supports management in an advisory role regarding the development of controls and evaluation of programs.

Researches and recommends best practices and leading edge audit techniques, systems and resources to improve the Division's productivity and to support the delivery of audit services to the City.

Ensures that management action plans properly address identified risks, value for money issues and control weaknesses, and monitors the implementation of such plans through a comprehensive audit follow up program.

Promotes the role of Internal Audit and advocates for internal controls and value for money in service delivery.

Assists the Director in the development of the annual work plan by assessing organizational and service level risk in functional and program areas to develop priorities and facilitate scheduling and specific staff assignments.

Leads the research and development of new or improved audit programs, as requested by the Director.

Manages Divisional strategic planning and formulation of Division's objectives and operational plans.

Responsible for hiring, orientation and supervision of professional staff, ensuring activities are carried out in accordance with professional standards and applicable legislation and policies.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Ensures staff work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational Health and Safety.

Acts as corporate lead for performance measurement, working with leadership across the organization in an advisory role regarding developing performance measures across the organization.

Manages consulting services provided to the organization for performances measurement, as delivered by the staff in the Division. Manages the portfolio of consulting engagements (including for use in Citizen Dashboard, Trust and Confidence Report and scorecards) and provides one-on-one performance measurement coaching to Managers, Directors, General Managers, making recommendations to leadership respecting key performance measures important to the Department with an emphasis on dashboard style reporting.

Collaborates with senior leadership in the development and implementation of initiatives designed to support the City's strategic goals, including performance measures and service standards.

Provides leadership and direction in the development of organization-wide systems and frameworks for identifying and conducting program, business function and services delivery reviews.

Provide leadership relative to internal control and quality management initiatives throughout the organization acting as internal consultant for the development of control systems, policy development and assisting Divisions as representative of the Audit Services Division.

Promotes the role of Audit Services and advocates for internal controls and value for money in service delivery to residents.

Provides oversight for the Municipal Benchmarking Network Canada (MBNC) Municipal CO-Leads and the management of day to day items related to obtaining the best value for money in the City's corporate membership and ensuring that data collection and quality requirements are met.

Acts as consultant for the corporate Continuous Improvement program, contributor to corporate processes, development of corporate training/learning and on key projects as required.

Manages the team that is responsible for the corporate citizen satisfaction survey (known as "Our Citizen Survey"), for the planning, execution and distribution of results internally throughout the organization and externally with the public.

QUALIFICATIONS

1. Considerable experience related to the above duties normally acquired through completion of a University degree in business or related discipline and extensive, progressive audit experience or an equivalent combination of education and work experience related to auditing and consulting.

2. Professional accounting and/or auditing designation (CPA, CIA, CMA, CGA, CISA).

3. Considerable experience in auditing with at some experience at a supervisory level.
4. Demonstrated management experience in the completion and management of broad scope audits, evaluations and special projects including risk assessments and investigations. Considerable experience in performance measurement advising and managing consulting engagements or continuous improvement initiatives.
5. Experience in motivating, leading, training and managing professional staff in a fast paced, politically sensitive, service oriented environment.
6. Demonstrated competence in audit management, project management, engagement planning, analysis and evaluation resulting in the development of recommendations to address identified deficiencies through the application of innovative and creative thinking and sound reasoning.
7. Excellent interpersonal and communication skills, both oral and written, as well as financial, leadership, performance measurement and facilitation skills. Highly developed technical competence, keen attention to detail, demonstrated leadership and managerial skills, personal integrity and professional commitment.
8. Proven organizational skills and the ability to prioritize and lead others to work with very tight deadlines and multiple competing priorities. Ability to lead people, projects and changing priorities through demonstrated coaching, leadership and team building skills and problem solving in challenging situations.
9. Excellence related to the performance of information technology audits and the completion of forensic investigations.
10. Excellent communication skills with ability to effectively communicate to all levels of the organization and Council, through clear and concise audit findings, conclusions and reports, facilitating education and awareness sessions, as well as by making verbal presentations to management.
11. Comprehensive knowledge of audit principles, practices and standards, as well as strong project management skills.
12. Excellent research skills and familiarity with data extraction and analysis tools.
13. Excellent analytical and problem solving skills.
14. Ability to work in a multidisciplinary environment and deal with senior management on a variety of complex and sensitive issues. Ability to build and manage partnerships in complex, changing environments with multiple stakeholders both in and outside the City administration.
15. Ability to work with minimal oversight, exercise discretion and judgement, as well as oversee multiple complex projects and or issues concurrently.
16. Strong understanding of the workings of municipal government, structure and culture in order to deliver performance and customer value. Strategically and systematically evaluates impacts of decisions and able to demonstrate judgement from a broad perspective.
17. Continuously seeks to stay current and be at the leading edge in their field. Understands organizational challenges and is a "progressive ideas person" committed to excellence and innovation in the workplace

18. Can maneuver through complex political situations effectively and quietly; is sensitive to how people and organizations function; anticipates where the challenges are and plans accordingly

19. Must possess broad business knowledge, experience, insight and awareness of the International Standards for the Professional Practice of Internal Auditing set by the Institute of Internal Auditors.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.