

Job Description

Job Title	Compliance & Audit Manager
Business Unit	Real Estate, Facilities & Infrastructure Management
Location	Birmingham
Reports To	E4
	Head of Quality, Risk & Audit in Real Estate Management

Company Overview

Avison Young is one of the world's fastest-growing commercial real estate firms. This growth is a testament to the commitment we've made to our clients and our employees. We are different. We have designed our organization to be highly collaborative and focused on one thing: creating the best solutions for our clients to deliver long-term success. We will continue to evolve, striving to meet the changing needs of our industry, our clients and our employees, but we will remain true to our values, culture and vision.

Why work for us?

We believe our industry is changing and we want our business to be a company of curious minds, passionate hearts and strategic intelligence. At Avison Young, we are committed to hiring people from all walks of life who have a collaborative style and innovations focus; we believe a diverse and embracing workforce makes for a stronger, more capable and competitive company. We will provide you with a place where you can step up and change the game.

Collaboration is embedded in the way we work - our people have the autonomy to collaborate on client relationships, engage teams across the business, lead operations, work collectively on projects, participate in strategy and are ultimately responsible for our growth.

Our distinctive Principal-led, privately-owned model puts us in the enviable position of being able to offer every employee the opportunity to own a share of our business and inspires and allows anyone to become a Principal. This role carries voting rights, so our people have a very real say in the future direction and operation of our business. This means that we are able to attract, engage and retain the best talent.

Overall Purpose of Job

To support the Head of Quality, Risk & Audit in the Real Estate, Facilities & Infrastructure Management department with delivering a robust programme of compliance & risk oversight, operational reporting and an audit framework which regularly tests the validity of risk mitigating controls, in particular across the finance team processes. In addition, managing and developing the Compliance & Audit team.

Main Duties, Responsibilities & Accountabilities

The Compliance & Audit Manager will work with business area owners and stakeholders across Real Estate, Facilities & Infrastructure Management as well as corporate Compliance, Legal and H&S teams.

The ideal candidate will work under the direction of the Head of Quality, Risk & Audit, however, be competent to work on their own initiative to deliver on key strategic department and team objectives. Lead incident investigation and management, develop the existing audit framework and implement across the business processes, support the team in undertaking internal audits as necessary, as well as focusing on continuous improvement to mitigate risks and identify opportunities for best practice.

Key deliverables include:

- Undertake and assist in the investigation and review of incidents resulting from control process failures, to identify root causes, make recommendations for mitigation and prepare reports for senior management review and action
- Creating and implementing strong control systems to ensure adherence to internal policies , procedures and external regulations
- Set out annual audit plan for the department to provide systematic review of key operational areas
- Develop and implement a risk and controls audit framework around the processes to facilitate the department in securing ISAE3402 accreditation
- Plan and conduct internal audits as necessary as well as delegate to team for completion as and when necessary
- Ensure reporting of all internal control matters completed accurately and on a timely basis
- Co-ordinate with departmental managers to facilitate the close out of actions and implementation of recommendations
- Assess process risks and adequacy of controls to identify opportunities for improvement and improve efficiency
- Stay informed about corporate governance, regulatory and legal procedures and make sure the department operates within those standards
- Liaise with external and internal audit teams to ensure all audits are progressed to spec and on time
- Assist in maintaining and implementing compliance policies and procedures
- Support all teams within the business unit in the identification, reporting and management of risk including the development of policies and reporting mechanisms as well as the set-up of risk registers where necessary
- Champion the continuous improvement of policies
- Create and deliver training on compliance and policy /procedural adherence related matters to ensure team knowledge is current and up to date
- Support the team in managing the Compliance and Audit mailbox daily and respond or escalate queries as appropriate
- Supervise and mentor junior members of the team including regular 1-2-1s to identify training requirements and knowledge share
- Develop and maintain effective relationships with internal stakeholders
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No job description can fully represent every issue which may arise within the post and the post holder is expected to carry out other duties from time to time that are broadly consistent with those in this job description.

Desired Knowledge, Skills and Experience

- Ability to formulate compliance procedures, policies, and controls.
- Financial/accounting experience preferable
- Knowledge of RICS governance, in particular the Client Money Handling rules, preferable
- Excellent stakeholder management skills with the ability to build positive working relationships with colleagues at all levels and across various teams
- Internal Audit experience and knowledge of building audit frameworks around business processes
- Working knowledge of Data Management Regulations such as GDPR (desirable)
- Familiarity of scoping and implementing ISAE3402 accreditation (desirable)
- Familiarity of property management accounting systems such as Yardi Voyager (desirable)
- The ability to communicate at all levels both internally and externally
- Experience of working in a project environment
- Excellent time management and ability to work to deadlines
- Advanced knowledge of the Microsoft Applications
- Team management experience (desirable)

At Avison Young, we are committed to building an inclusive culture that empowers all of our employees to thrive, be successful and feel a sense of belonging. Avison Young is an equal opportunities employer, and is committed to treating all its employees and job applicants equally. If you are person with a disability, if you are neurodivergent, or if you have a condition that you believe may affect your performance during our selection process, Avison Young will be happy to make reasonable adjustments to our processes for you.