

Position Description

Position title:	Manager Audit Services
Reports to:	Head of Audit Services
Business unit:	Strategy & Customer Group
Employment category:	Contract (Employment Agreement)

About CitiPower and Powercor

As electricity distribution companies we provide safe, reliable and affordable power to 1.9 million Victorian customers. We use our network of poles, wires and infrastructure to bring power to homes and businesses across almost 65% of Victoria — that's more than 120,000 kilometres of wires and 850,000 poles.

But we do so much more than manage poles and wires. We're also the gateway to a clean energy future, dedicated to finding solutions and harnessing new technology to benefit our customers, communities and the environment. This includes industry leading projects in community batteries, demand management, smart charging for electric vehicles (EVs) and microgrids.

And as more customers choose solar, batteries, EVs and smart appliances — the electricity system is becoming increasingly complex, and so too is the level of innovation required to manage it.

About the Strategy & Customer Group team you'll be part of

The Strategy & Customer Group deliver a range of business improvement and operational functions including company-wide strategic improvement initiatives for customers and the business, digital innovation – network, customer and workplace, and customer-related matters, including communication, contact centre, new connections, upgrades, technical advice and claims. Additional areas of focus are vegetation management, internal audit, and aerial inspection (vegetation and assets).

Our core values



Live safely



Improve our business



Be customer and community minded



Be the best you can be



Succeed together

Purpose of the position

The Manager Audit Services provides assurance and advisory services to assist with improving the internal control environment and business efficiency. This is a dynamic role offering broad exposure across business processes/operations and opportunities to work with a diverse range of business stakeholders. Working both with the internal Audit Services team and contractors, this role is a hands-on role requiring critical thinking and analysis, project management and coordination to execute and deliver internal audit projects. Strong stakeholder engagement and communication (including report writing) skills are essential.

Your key responsibilities

Build shareholder value

- Lead and participate in planning and executing internal audits in accordance with Audit Plans (operational, financial, IT, project governance, fraud investigation, risk and controls and compliance audits)
- Provide practical and value-added recommendations as part of clear, concise and timely audit reports
- Bring innovation and improvement to audit processes
- Proactively engage management, external auditors and co-sourced service providers to optimise assurance and audits
- Deliver internal audits on time and budget.

Customer satisfaction

- Provide expertise on internal controls and business process improvements
- Conduct high quality audits and proactively engage management to manage expectations
- Proactively liaise with management to enhance business knowledge, understand key stakeholder perspectives when formulating recommendations and to ensure that key risks are identified.

Employee satisfaction

- Maintain knowledge, skills and disciplines to carry out audit responsibilities and maintain professional accreditation(s)
- Foster and support team spirit and cooperation through open and honest communication and sharing of ideas
- Provide coaching and leadership for other team members regardless of role
- Embrace flexibility in conducting and delivering audit projects to achieve high quality outcomes.

Strive for personal excellence

- Proactively seeking challenging developmental opportunities and accepting new responsibilities
- Demonstrate accountability and commitment by taking responsibility for actions, outcomes and deliverables.

What you'll bring to the business

Education / Qualifications:

- Tertiary qualification - Business/Commerce
- Audit Qualifications – (e.g. CA, CPA, CIA, CISA)
- IT Audit experience desirable

Knowledge:

- Strong internal audit technical experience (operational, financial, IT, project governance, fraud investigation, risk and controls and compliance)
- Strong attention to detail and business acumen
- Ability to think strategically, taking a whole of business approach to decision making, analysis and problem solving
- Ability to manage concurrent projects and deliver internal audits on time and budget
- Excellent analytical and proven problem solving capabilities
- Strong communication/interpersonal skills to interact effectively with management and employees
- Excellent time management and organisational skills to ensure deadlines are met particularly when faced with competing priorities
- Experience in data analysis (e.g. Tableau, Power BI, advanced Excel)
- Use of SAP and Microsoft Office package with emphasis on Word, Excel and Visio.

Experience:

- Ideally 6 to 10 years of experience in internal audit
- Experience in leading internal audit projects
- Experience in the utilities industry is desirable but not essential.

The skills and competencies you'll have

'Thought' competencies

1. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
2. Financial/commercial acumen: Applying financial thinking, commercial rigour and discipline to all business decisions and customer relationships to identify ways of maximising and protecting our business value
3. Balances stakeholders: Anticipating and balancing the needs of multiple stakeholders

'Result' competencies

1. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
2. Being resilient: Rebounding from setbacks and adversity when facing difficult situations
3. Ensures accountability: Holding self and others accountable to meet commitments

'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
3. Persuades: Using compelling arguments to gain the support and commitment of others

'Self' competencies

1. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
2. Courage: Stepping up to address difficult issues, saying what needs to be said
3. Situational adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations

Other relevant information

- Travel to other work locations / sites may be required
- Direct reports - FTE direct reports: N/A Contractor direct reports: N/A
- Budget: OPEX N/A, CAPEX N/A