

Who we are?

We are a growing insurance business and excellent customer insight and experience needs to be at the heart of everything we do. Customers today have high expectations; their experience of using Complete Cover Group should not be second rate. We aim to meet customer needs by giving consistent information, advice and support at their convenience. Our customer model is built on the following principles:

- A service that offers insurance to suit customer needs
- Consistent and high-quality contact management
- A service driven by customer insight and demand analysis
- A service that is delivered through appropriate delivery channels and efficiently

With significant opportunities available for CCG to grow revenues and profitability over the medium to long term, this is an exciting time to be part of the journey.

Internal Audit Manager

37.5 Hours per week – Mon-Fri - Permanent Contract.

In a nutshell....

This role requires the candidate to oversee the Internal Audit Function, being ultimately responsible for the Internal Audit process and, making any necessary recommendations to change policies, implement new systems or even change employee roles and team structures.

The successful candidate will need to have a good knowledge of fundamental factors and processes of auditing. This role requires excellent communication skills both written and oral with the ability to liaise with colleagues at all levels of the organisation. You will need to be self-motivated with the ability to work independently and proactively.

A typical day would involve responding to emails and voicemails from independent agents or clients, developing a plan to perform audits and managing the internal and external call auditors.

Duties and responsibilities:

Your duties and responsibilities are as follows;

- In line with the company's Mission, vision and values, you will act as an ambassador of the company's core values, and ensure that the business approach has all employees, customers and partners at the heart of everything that we do.
- Determine the scope of Internal Audits and develop annual Internal Audit plans for approval by the Risk and Compliance Committee and the Board.

- Oversee the Internal Auditors and External Call Auditors.
- Perform and control the full audit cycle including risk management and control management over operations' effectiveness, financial reliability and compliance with all applicable directives and regulations.
- Continuous engagement with stakeholders at all levels to understand the ongoing risks within the business and support them to address them in a timely manner.
- Engage with the business to proactively provide advice and guidance on risks and controls.
- Hold the business accountable for the resolution of high and medium priority actions. Interact with senior management to present ideas and ensure that recommendations are implemented in a timely manner.
- Identify loopholes in company procedures and processes and recommend risk aversion measures and potential cost savings.
- Ensure agreed targets and objectives are met within the team to agreed time frames highlighting any issues faced.
- Maintain up to date knowledge of industry developments and participate in relevant networks.
- Bring to the attention (Director) any instances where the group could be at commercial risk due to the actions of an employee.
- Liaise with the Risk Manager and Compliance Officer and other senior management to inform Internal Audit Planning.
- Manage the day to day needs of the Internal Audit team on a personal and professional level, liaising and working with HR where required.
- Support the facilitation and timely escalation of data protection breaches to Data Protection Officer.
- Adhere to data protection duties and responsibilities as prescribed by the current regulations.

Essential Requirements:

- Strong administrative background
- Previous experience working in a fast-paced environment
- Good MS Office Skills
- Educated to A-Level standard (preferred)
- Ability to prioritise key tasks
- Numerate, with strong attention to detail
- Good understanding of insurance principles and practice

Person Specification:

- Resilient personality and confident communicator
- Ability to work under pressure in a fast-moving performance driven environment
- Ability to influence
- Ability to juggle multiple tasks, prioritising your workload accordingly
- Have excellent communication skills, both written and verbal
- Must be able to work on own initiative and think creatively
- Tact and discretion - the ability to work within the boundaries of confidentiality

Strings to your bow...

- Confident working within a team
- Can demonstrate achievements to date

- Working towards/ holding an insurance qualification

Key internal relationships:

It would be expected that the above role would interact closely with the Legal & Risk team and management.

Salary: dependant on experience

20 days holiday

Discount offers on many well-known brands

If you are interested in applying for this position, please email your completed application to Pooja.Lal@ccg.co.uk by Friday 13th September 2019