**Job Profile**

Job Title: Risk & Assurance Manager

Directorate: Business and Finance Services

Reports To: Head of Compliance

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 20 August 2025

Job Link Code: 1114

**Overall, Role Purpose**

The Risk and Assurance Manager helps people with sight loss to live the life they choose by embedding a proactive risk-management culture across the organisation. They lead the design and oversight of effective assurance processes that identify, asses, mitigate and report on organisational risks. By delivering clear evidence-based reporting the role enables the senior leadership and Trustees to make well-informed decisions and ensure that risk management and assurance processes are aligned with strategic objectives.

**Key Responsibilities**

* Continuously review and improve the organisational risk-management framework and governance structures.
* Promote accountability for Risk and Control Ownership, providing challenge and oversight.
* Conduct detailed risk assessments with stakeholders to identify and support effective mitigation strategies.
* Design and implement financial and operational control frameworks that align with strategic goals.
* Reporting and analysing risk and control information, both within Guide Dogs and as part of group-wide reporting requirements.
* Develop and maintain organisational policy and process documentation related to risk and assurance.
* Maintain and update (KRIs) and control registers in partnership with functional teams.
* Build strong working relationships across the organisation and with external stakeholders to ensure that risks are managed in line with risk appetite, strategy, and objectives.
* Manage relations with internal audit providers and coordinate audit activities and finding resolutions s.
* Provide strategic advice and a holistic view on riskto guide decision-making and improve resilience.
* Influencing, managing expectations & negotiating “balanced” consistent risk solutions that are appropriate both for a business function and the Charity as a whole.
* Operate within the second line of defence (2LoD), helping to shape and strengthen the risk management approach at Guide Dogs’ risk and assurance functions.
* Deliver second line of assurance testing and lead action plans to address control weaknesses and improve efficiency.
* Collate and present risk and assurance data to senior leadership, the Audit & Risk Committee and the Corporate Risk Group and the board of trustees.

**Breadth/Scope of Accountability**

**People Accountability**

Number of Direct Reports: up to 3

Number of Indirect Reports: None

Number of Volunteers Supervised: None

**Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

**Application of this Job Profile**

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies.
* Promote the vision and values of the organisation.
* Engage in continuous personal development.

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

**Working at Guide Dogs**

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time, you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people, and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

**Person Specification**

**Education/Qualifications**

**Essential**

* Degree in a relevant field such as: Risk Management, Finance or Accounting, Business Administration, Public Administration or Governance; or qualified by experience
* GCSE’s in Maths and English grade C and above or equivalent (QCF level 2 / SQCF level 5).
* Strong IT proficiency, especially in Microsoft Office and risk management software
* Demonstrable knowledge of risk and controls management frameworks and assurance processes

**Desirable**

* A professional Risk Management professional qualification. (e.g. International Compliance Association (ICA), Institute of Risk Management (IRM)

**Job-Related Experience**

**Essential**

* experience of working in a working in a second-line risk or internal audit role
* Delivery of controls assurance and consistent reporting of findings
* Proven success in embedding risk management frameworks and procedures.
* Ability to engage and consult with diverse stakeholder groups.
* Demonstration of high integrity and professionalism

**Desirable**

* Experience of working in the Charity or third sector.
* Background in internal audit, contract management or third-party oversight
* Familiarity with risk management software and data analysis tools

**Knowledge**

**Essential**

* Knowledge and demonstrable experience of risk and controls management best practices and processes.
* Designing and management of Assurance frameworks
* Project and Programme Risk Management Awareness

**Desirable**

* Proven ability to work across strategic and detail levels.
* Experience working in the charity sector.
* Awareness of charity governance and compliance

**Skills and Competencies**

**Essential**

* strong verbal and written communication skills,
* Strong analytical and problem‑solving skills; able to translate insight into actionable, proportionate improvements.
* Confident working directly with stakeholders at all levels.
* Excellent facilitation, communication and influencing skills across diverse audiences, including volunteers and frontline teams.
* ability to work independently and develop proactive solutions.
* Confident with data and dashboards (e.g., Excel, Power BI/Tableau) to monitor KPIs and controls.
* Strong organisation and prioritisation; able to manage multiple initiatives and deliver to deadlines.
* Proficient Microsoft 365 skills (Word, Excel, PowerPoint, Outlook, Teams/SharePoint).

**Desirable**

* Experience of mentoring.
* Benefits realisation and basic financial acumen to quantify and track efficiencies.

**Behaviours**

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers, and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they have come from and where they are going. We are open, empathetic, and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers, and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

**Safeguarding**

If the role does or may involve working with children, young people, or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups.
* Emotional awareness.
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

**Mobility**

A flexible approach with a willingness to work outside of core hours and away from home when required.

**Job Group (internal use only)**

This role has been evaluated as a Lead Professional, please [follow this link](https://guidedogs.sharepoint.com/:w:/g/Ef6hjpF4m75HkyFp2fAoMv4BWrZT_VnDGL9gmc8aFraWLg?e=cTJa4w) to view the salary band.