

AVI Position Description –

POSITION TITLE: Compliance and Assurance Manager (Full-time, maximum-term contract up to 30 th June 2027).	CLASSIFICATION: AVI Band 4: \$92,912-\$119,459 (including superannuation).	PROGRAM: Australian Volunteers Program	DATE: Feb 2022
LOCATION: Melbourne	REPORTS TO: Operations Support Manager	POSITIONS REPORTING TO THIS ONE: Grant Manager	
ORGANISATION <p>AVI is an Australian not-for-profit organisation committed to achieving economic and social development outcomes across Asia, the Pacific and the world. AVI believes in self-determination with locally owned and led change. We work for a peaceful, sustainable and just world by partnering with people and organisations to share skills, knowledge and experience to achieve the positive change and development goals they seek.</p> <p>As an international development not-for-profit with 150 staff, AVI has offices in Melbourne and 22 countries internationally supporting students, volunteers and mentors in 28 developing countries.</p> <p>AVI is currently managing, on behalf of Department of Foreign Affairs and Trade (DFAT), the Australian Volunteers Program.</p>			
KEY OBJECTIVE: Manage the development and delivery of high quality, efficient systems, processes and services to support the efficient operational objectives of the Australian Volunteers Program. This includes ensuring compliance with client mandated contractual, policy and regulatory requirements; as well as maintaining key program documentation such as the operations manual.			
RELATIONSHIPS AND INTERACTIONS: Internal <ul style="list-style-type: none"> • Operations Support Manager • Deputy Program Director • Program Director • Grant Manager • Australian Volunteers Program Finance team • AVI Chief Financial Officer • AVI Quality and Compliance Compliance • Australian Volunteers Program leadership team and staff in Australia and across 22 overseas offices External <ul style="list-style-type: none"> • DFAT staff • Grant applicants 		PHYSICAL DIMENSIONS: This role requires the ability to: <ul style="list-style-type: none"> • Sit or stand for long periods, as well as regular bending, crouching and reaching. • Use an appropriate lifting technique to manually handle office files and items. • Operate a computer accommodating reasonable adjustments. • React to a display (computer screen) throughout the workday. • Use a telephone within reasonable adjustments (including use of headset). 	

<p>DECISION MAKING: Under the direction of the Operations Support Manager, the Compliance and Assurance Manager has accountability and responsibility for providing compliance support across the Australian Volunteers Program and overseeing the Impact Fund grant program.</p>	<p>POSITION DIMENSIONS: This role will be responsible for 1 direct report</p>	
<p>VALUES: We expect all our employees demonstrate the ability to uphold AVI Values through behaviour, leadership, and projects. Our Values are: Equity and Social Justice Diversity and Inclusion Integrity Partnership Solidarity Respect</p>		
<p>KEY CHALLENGES</p> <ul style="list-style-type: none"> • Effective management of multiple concurrent projects and competing priorities • Effective management of multiple key stakeholders 		
<p>KNOWLEDGE AND EXPERIENCE REQUIREMENTS</p> <p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Relevant tertiary qualification and or equivalent demonstrated work experience • Knowledge and experience implementing an aid funded program, preferably a DFAT funded program • Experience developing and implementing business improvement projects • Proven experience developing and auditing internal controls to ensure compliance with DFAT requirements • Demonstrated experience working in a team environment and across numerous geographic and cross-cultural teams • Successful track record of stakeholder management • Understanding of and commitment to Equal Opportunity, Workplace Health & Safety, Child Protection and Privacy Principles • Sound knowledge of, and commitment to the underpinning values, goals and objectives of AVI <p>Skills & Attributes</p> <ul style="list-style-type: none"> • High level of ability to identify and contribute to business improvement opportunities across the operational aspects of the Australian Volunteers Program • Demonstrated ability to respond to a variety of complex issues in a consistent and effective manner using sound problem solving capability • High level verbal and written communication skills together with well-developed administration and organisational skills <p>Qualifications</p> <ul style="list-style-type: none"> • Relevant tertiary qualification and/or equivalent demonstrated work experience • Internal Auditor training would be an advantage as well as a Certificate IV in Government (Investigation) or demonstrated experience conducting fraud investigations 		
<p>ACCOUNTABILITIES</p>		
<p>KEY RESULT AREA</p>	<p>KEY ACTIVITIES</p>	<p>PERFORMANCE MEASURES</p>

<p>Compliance</p>	<ul style="list-style-type: none"> • With key stakeholders develop, maintain and communicate various operational documents such as the Operations Manual. Ensure compliance with contractual obligations as well as operational efficiencies. • Design, develop and implement compliance checks across the program to ensure the program is operating within the guidelines of the Operations Manual. • Ensure compliance with client mandated policies including developing and delivering training for staff and program participants. • Create and maintain reports and registers to track compliance across 26 countries. • Ensure that the program’s approach to due diligence of partner and Australian organisations is well understood and that all required checks are undertaken. • Support development and implementation of policy and procedures to manage core risks including fraud, child protection, anti-terror funding, and due diligence of sub-contractors 	<ul style="list-style-type: none"> • Head contract contractual requirements are met; • Outcomes are delivered efficiently and effectively • Documentation is completed and kept up-to-date
<p>Assurance and Quality</p>	<ul style="list-style-type: none"> • Lead internal audit planning and conduct internal audits; report back on findings through management review meetings and other forums. • Oversee closeout of improvement proposals / corrective actions. • Support the program’s finance team to implement financial management improvements • Review operational processes to ensure they align with current best practice • Assist in developing procedures / practice notes / forms and quality 	<ul style="list-style-type: none"> • Audits and reviews completed in accurate and timely manner • Procedural guidance reflects the needs of stakeholders and demonstrates effective communication

	<p>tools to meet the operational needs of the program</p> <ul style="list-style-type: none"> • Provide training resources and tools across the program. • Encourage continuous improvement of the system processes and procedures through positive engagement with staff and core business activities. 	
Team Work	<ul style="list-style-type: none"> • Develop and maintain proactive and productive working relationships with both internal and external stakeholders • Communicate information as appropriate with relevant team members and to ensure they have up-to-date information • Participate in team activities and meetings demonstrating respect and consideration for individual experience and expertise. • Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of AVI 	<ul style="list-style-type: none"> • Mutually respectful and collaborative working relationships within and between teams • Feedback from stakeholders
<p>Any other information relevant to this particular position</p> <ul style="list-style-type: none"> • This role may require some domestic and international travel • This role may require some work outside of regular hours • An offer of employment to this role is subject to a satisfactory criminal record check – this may include require appropriate international police clearances if you have lived in a country/countries outside of Australia for a period of more than 12 months in the last five (5) years • Continued employment may be subject to additional security checks from time-to-time 		