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| Controls Management Officer |
| Risk |
| Risk & Compliance |

Organisational overview

Nest is a great government delivery success story. Established in 2010, Nest has been a critical pillar of the government’s automatic enrolment programme, with a public service obligation (PSO) to accept any employer wishing to use the scheme to discharge their automatic enrolment duties.

From a standing start, we have delivered a high quality, low cost pension scheme, open to all, which has not only delivered on its mission, but helped to drive up standards and best practice across the industry. Now with over 6 million members, Nest is playing a critical role in helping people save for their retirement many of them low to moderate earners who may be saving for the first time and moving jobs frequently.

Nest now occupies a place in the market as a major Master Trust, a sector that has grown following the introduction of automatic enrolment and that we believe has great potential for delivering pensions to mass market consumers for many years to come, leveraging scale to offer low cost, modernised services in the context of strong Trustee governance.

To best serve our diverse customer base, it’s important that Nest has an equally diverse workforce and   
promotes an inclusive culture. This is in line with the organisation’s values and ensures that Nest is a corporation fit for the future.

Departmental overview

The Risk & Compliance directorate comprises the enterprise risk team, the compliance team, the Information Security and Data Protection teams. As a second line function, it provides advice and support to the business on risk and compliance and it oversees and provides compliance assurance.

The Enterprise Risk function is a small team which is accountable for the development, implementation and on-going maintenance of the risk management and controls framework across Nest and oversight of the management of key risks and controls. The team is also responsible for ensuring adequate insurance coverage for the business in line with the insurable risks that Nest faces.

Reporting to the Head of Controls Management. This role is responsible for supporting the delivery of the controls framework to include attestation reporting, gathering of evidence to enable the testing of controls for design and operating effectiveness. Key support to the business in managing and maintaining adequate controls that support the Pensions Regulator’s and FCA supervisory framework, and to support the wider Enterprise risk team in preparing a report to the Executive Risk Committee, Board and Audit Committee on the design and effectiveness of corporation controls. This role sits within the Enterprise Risk team, supports the application of the enterprise risk management framework methodology (including controls management framework) and ensures that standards are maintained and developed against an evolving and dynamic risk environment.

Scope and deliverables

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| Key areas | Role deliverables |
| Accountability | * Coordinating with Risk & Control Business Partners and others throughout Nest to facilitate that controls identified and documented are in line with the objectives of the enterprise risk management framework, which is the overarching framework applicable; * Support the delivery of the control improvement programme throughout Nest * Monitoring the outputs of control attestation and actioning any changes or proposals with the control owner * Supporting the delivery of the Risk & Compliance system project; * Support the delivery of programme of control testing throughout Nest, using the outputs of the system (when available) to identify priority areas * Working with the Head of Controls Management to establish a policy effectiveness schedule in line with the objectives of the Policy Framework |
| Deliverables | * Supporting the objectives of the controls management framework and leading on any updates/edits as required for controls within the controls library and later the Risk & Compliance system; * Application of the Enterprise Risk Management Framework and the Controls Framework in the provision of risk control attestation to enable assurance activity to be planned for the coming year; * Support the business in the development, review and challenge of controls and the active risk and control documents across the organisation. * Support ad hoc projects that are run by the enterprise risk team * Engage with Risk & Control Business partners throughout Nest to Identify any training needs suggested by the control framework activity to ensure Nest Corporation is aware of regulatory or legislative provisions and assurance requirements;. |
| Relationships and autonomy | * The role will involve working and collaborating with colleagues across the organisation at all levels, including with those at a senior level within the organisation * Collaborate with other Second Line functions across the organisation * Work with the Chief Risk Officer, Risk and compliance directorate, and enterprise risk team to produce outputs for Executive Risk Committee, Risk Committee, Audit Committee and the Board * Interacting with all grades through to Trustee to support the delivery the Controls Framework |

Role requirements

Experience and technical skills

The employee will be able to demonstrate the following experience and technical skills:

* A strong sense of accountability, of knowing what they are responsible for and proactively delivering it;
* Ability to work in a pressurised environment and meet deadlines;
* Experience of working collaboratively with different teams across an organisation;
* Experience of creating reports and/or dashboards;
* Understanding of enterprise risk management;
* Prioritising and completing projects in a timely manner;
* A self-starter, able to use their initiative and work independently;
* The ability to build strong interpersonal relationships with colleagues, and key stakeholders;
* The intellectual ability to understand and thoroughly investigate an issue;
* Excellent verbal, interpersonal and written communication skills;
* Excellent MS Office skills;
* Resilience and the ability to manage pressure in a fast-moving environment.

Differentiators

* This role offers an opportunity to work for the organisation at a very exciting time and to have a tangible impact on the operation of the scheme in a varied and challenging work environment.
* Due to the small size of the Enterprise Risk Team, there will be plenty of opportunity to gain experience in many varied aspects of risk and controls management and to be involved in projects within the Directorate and the wider organisation.
* The Risk & Compliance directorate are renowned for excellent quality of work and the successful candidate will be expected to contribute at a high standard and maintain a high level of performance. Individuals with the necessary skills, team spirit, initiative and drive will thrive in this environment. In exchange for hard work, a flexible and commercial attitude and a willingness to do what it takes to get the job done, there will be ample opportunity to learn new skills and to hone your existing ones in a flexible and welcoming environment.