Controls Manager

Risk

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 Directorate comprises the Risk Oversight team, the Technical Risk and Data Protection team and the Regulatory Risk team. As a second line function, it provides advice, constructive challenge and support to the business on risk.

The Risk Oversight team comprises Enterprise Risk, Controls Oversight and Risk Assurance. This role will sit within the Controls Oversight team specifically but will support all three teams with some ad hoc project items as needs arise. The Risk Oversight team 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 providing effective risk challenge and oversight, to enable the business to operate within its agreed risk appetite.

Reporting to the Head of Controls Oversight, the Controls Manager will lead the design, implementation, and continuous improvement of key control initiatives within the Risk Oversight team. This includes the development of a Policy Effectiveness Programme, an Enhanced Control Testing Programme, and delivery of ad hoc risk oversight projects. The role supports Nest's strategic aim to strengthen its control environment and ensure alignment with risk appetite and regulatory expectations.

Scope and deliverables

Key areas	Role deliverables
› Accountability	**Policy Effectiveness Programme** › - Design and implement a cyclical policy effectiveness testing framework, ensuring controls linked to policies are tested as part of governance reviews. › - Collaborate with directorates to assess policy relevance, coverage, and operational impact. › - Lead annual attestation processes and identify gaps or deficiencies in policy-linked controls. **Enhanced Control Testing Programme** › - Develop and deliver a risk-based control testing programme, focusing on control design and operating effectiveness. › - Align testing with principal risks and risk appetite to avoid duplication with assurance activities. › - Monitor control performance and escalate partially operated controls into the Controls Improvement Plan. **Risk Oversight Projects** › - Lead and support ad hoc projects that enhance the risk oversight model, including updates to methodology, templates, governance, and reporting structures. › - Partner with Risk & Control Business Partners to identify control gaps. › - Contribute to the integration of risk, controls, and assurance functions into a unified oversight model.
Deliverables	› Support the business in the review and challenge of policies, risks and controls. › Support ad hoc projects that are run by the Risk Oversight Team › Engage with Risk & Control Business partners throughout Nest to identify emerging risks and issues, that may require the creation of new controls.
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 Oversight team, Risk directorate to produce outputs for Executive Risk Committee, Risk Committee, Audit Committee and the Board

Role requirements

Experience and technical skills

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

- Proven experience in controls management, risk assurance, or internal audit.
- Strong understanding of control design, testing methodologies (Test of Design (TOD) & Test of Effectiveness (TOE)), and policy governance.
- Excellent stakeholder engagement and communication and influencing skills.
- Ability to manage multiple projects and deliver outcomes in a fast-paced environment.

- Familiarity with risk systems (e.g. RMIS/GRC) and controls libraries is desirable.
- Strong analytical skills;
- Ability to work in a pressurised environment, manage multiple deliverables and meet deadlines;
- Experience of working collaboratively with different teams across an organisation;
- Experience of creating reports and/or dashboards;
- 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 Risk Oversight team, there will be plenty of opportunity to gain experience in many varied aspects of risk, controls and assurance and to be involved in projects within the Directorate and the wider organisation.
- The Risk 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.