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| **Role title:** | IT and Change Risk Lead | **Responsible to:** | Head of Non Financial Risk |
| **Division:** | Group Risk and Compliance | **Department:** | Non Financial Risk  |
| **Direct Reports and Level:** | No direct reports | **Scope:** | IT and Change Risk Management |
| **Scale:** | No FTE or budget |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Guide 2 | **Role Family** | Group Corporate Services |

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| **Overall Role Purpose** |
| The purpose of the role is to lead the day-to-day review, challenge and support of IT and change risk management and to be the Risk function business partner to the Member Experience Digital and Data Division |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership** * Act as a business partner to the Member Experience Digital and Data Division, acting as a “chief risk officer” at the divisional level. This includes providing input into the IT and data strategies and ensuring that the right areas of the Risk, Compliance, OQA and Data Protection team are involved in the Division’s proposals at the right time and ensuring that all material business decisions are subject to 2nd line review and challenge with written risk opinions for proposals going to Council or Council sub-committees. Suggesting potential solutions where appropriate.
* Seen as technical expert and adviser within MEDD
* From time to time, source, steer and manage external providers of assurance on key IT and change initiatives on behalf of the CRO and Audit & Risk Committee
 | * Feedback from the Executive Director for MEDD
* Feedback from the ARC
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| **Financial*** Ensure that all spend is managed within organisation policy reporting on variance to budget to the Group Risk and Compliance leadership team and Executive Director
 | * Expenses and other costs managed within departmental budget and Group Policy
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| **Member*** Provide 2nd Line oversight of MPS IT risk and project risk management to ensure MPS maintains a prudent and sustainable position which provides a long-term foundation for Members and the Membership Fund
* Support a culture and capability in Lean / continuous improvement to drive operational efficiency and greater member experiences and outcomes
 | * Productive 2nd line challenge
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| **People*** Develop key stakeholder relationships to raise awareness and understanding of risk management and risk quantification whilst continuing to provide 2nd Line challenge
* Take accountability for own CPD, training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes
* Take an active role in promoting a more inclusive environment which aligns with our commitment to celebrate and promote diversity.
 | * Improved understanding of risk management across MPS IT and Change
* Executive and Council Feedback
* Compliance with Training and Competence Schemes
* Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
* Stakeholder feedback
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| **Risk** * Developing and maintaining a robust operational risk management framework for project/programme risks
* Developing appropriate KRIs for IT and project risks in collaboration with the relevant 1st line accountable individuals
* Conducting risk deep dives into projects/programmes and operational processes
* Identifying risks associated with IT and data strategies and suggesting mitigants
* Help shape IT and change risk policies
* Producing IT and project risk sections of the regular risk reports
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)
* Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection and IT security.
 | * Established change risk framework
* Established IT (especially cyber) and project risk tolerances and KRIs
* All reporting delivered to time and quality
* Challenged recording of controls related to IT and change risks
* Risk opinions provided to the ORCC and ARC
* Council and Executive feedback (in particular the Executive Director for BD&E)
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| **Responsibilities (RACI)** |
| * Act as the 2nd line representative on material project/programmes
* As the compliance and risk landscape continually changes, keep abreast of evolving legislation and best practice; identify and recommend opportunities for MPS to become more efficient and effective in risk management.
* Continuously champion the compliance and risk management agenda across the Organisation.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| * ORCC attendee as required for IT sections
* Project/programme steering group attendance as required
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Others |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Strong knowledge of risk management principles and methodologies as applied in change/project management
* Technical expert on IT within financial services/insurance organisations
 | * Ability to work with stakeholders to constructively input and challenge where appropriate, demonstrating real impact and influence.
* Ability to find solutions that will work with business stakeholders.
* Ability to take a forward-looking perspective.
* Ability to understand and translate complex information from across the organisation
* Commercial awareness
 | * Deep experience of business transformation and change projects
* Strong IT (including cyber) experience
* Involvement in development of IT strategy
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| **Desirable** | * Qualification in IT or risk management or associated qualification would be beneficial.
 |  | * Insurance industry, MDO or healthcare
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