



Candidate pack

Role: Retail Internal Auditor



British Heart
Foundation



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Appointment of Retail Internal Auditor

Dear Candidate,

Thank you for your interest in our role of Retail Internal Auditor at British Heart Foundation (BHF).

It is my privilege to lead the <directorate> team for one of the UK's largest charities and the nation's leading independent funder of heart and circulatory disease research.

British Heart Foundation is strong, highly effective and well respected nationally and internationally. Every day we turn to research for hope, which is funded solely by the generosity of our supporters. At BHF, we know the only way to get closer to a world free from the fear of heart and circulatory diseases is to invest in pioneering research that has the greatest potential to improve and save lives.

The Retail Internal Audit Team is an intrinsic part of the overall BHF Risk & Assurance Strategy and our Retail Internal Auditors are crucial in providing assurance to Senior Management and Trustees that British Heart Foundation (BHF) Retail Outlets are operating as expected.

We want an exceptional colleague who exemplifies and champions our values; brave, informed, compassionate and driven. It's an incredibly exciting time to be part of our team. We are more ambitious and determined than ever – because the potential cures and treatments we need are in sight. You could be part of getting us there sooner, so thank you for your interest.

BHF is also proud that we are working towards being a truly diverse organisation, with an Equality, Diversity and Inclusion (EDI) strategy, Igniting Change, which sets out a roadmap of the changes we want to see by 2025. Our growing commitment to equality and diversity spans across our organisation and we pride ourselves in being an inclusive employer who puts diversity at the heart of everything that we do.

So, if you feel you have the skills and experience that we are looking for, and you share our determination to help fund lifesaving research, then we would be delighted to hear from you.

Martin Miles
Chief Financial Officer





“CPR and heart surgery saved my life when I was six. Research made that happen.” - Jady Briggs

About British Heart Foundation

For more than 60 years, British Heart Foundation has been at the forefront of cutting-edge research that has saved and improved millions of lives. But, despite this progress, our work is needed more than ever today. Over 7 million people are living with heart and circulatory diseases in the UK - that's our parents, grandparents, children and siblings. Heart and circulatory conditions remain the biggest killers globally.

We raise money to fund research that helps to save and improve lives, and to support people affected by heart and circulatory diseases. These diseases can affect anyone.

For over 60 years we've been a leading independent funder of research into heart and circulatory diseases. We are the UK's largest charity retailer with around 700 stores, an employee base of over 4,000, supported by a further 18,000 volunteers.

Our lifesaving work is primarily advanced through long-term investment in medical research. We have £437 million of BHF-funded research underway, with an aspiration to invest in excess of £1 billion in research over the next ten years.

We have so much to be proud of. But we know we're just scratching the surface of our true potential. And the challenges we face are as grave as ever.

There is nothing more precious than our hearts. But the tragic reality is that millions of people's hearts are at risk. Mounting numbers of people face an agonising wait for care, while many more live in hope of treatments and cures that could save or improve their lives.

At the same time, we stand at the precipice of revolutionary scientific advances. From unleashing the power of artificial intelligence (AI) and Data Science which could stop heart attacks and strokes, to finding revolutionary gene editing cures to end sudden cardiac death.

We need more support. By joining British Heart Foundation, you could help us bring hope to people living with heart and circulatory diseases in the UK.



Being a responsible charity

We've become a more socially, environmentally and financially sustainable organisation.

Our core purpose is to save and improve the lives of people affected by heart and circulatory diseases. We raise money to fund research to find cures and develop treatments for the world's biggest killers. And we are determined to do this in a responsible way.

Climate change, environmental sustainability and social inequality are some of the critical challenges of our time and are clearly highlighted in the UN's Sustainable Development Goals. Our own health is dependent on the planet we inhabit, and the way societies are structured, which are often unfair and unequal on its people. We recognise our responsibility and the important role we play in tackling these issues.

Our strategy to 2030 highlights our commitment to being a healthy and inclusive place to work and a leading force for good in society. We are proud of our progress in the area. Our retail activities contribute significantly to the UK's economy and communities. Our EDI 'Igniting Change' strategy demonstrates

our commitment to improving equality, diversity and inclusion in all areas of our work, and we have programmes underway to reduce the environmental impact in many areas – from our transport to our supply chains. But we want and need to do more.

In response to soaring energy costs, we formed an Energy Efficiency Task Force and launched an energy awareness campaign, You Have the Power, to share energy saving information with BHF colleagues and volunteers.

Overall we were able to reduce our consumption by 10% over 2022-23. We will continue to explore energy efficiency improvements and to give our staff and volunteers more power to reduce energy consumption while providing a safe and comfortable working environment.

Funding animal research is not a decision we take lightly. You can read more relating to our commitments in research [here](#).

Our strategy to 2030

Inspiring support, accelerating breakthroughs, saving lives.

BHF has never been more needed. But we're poised and ready to meet this moment.

Our strategy is a commitment to helping achieve this vision, and sets out the objectives and activities we will prioritise in the years ahead.





Team BHF attending Birmingham Pride 2023

Equality, diversity & inclusion

Our push for equality, diversity and inclusion takes many forms, including how we manage our organisation, and how our research funding helps to tackle health inequalities.

Reducing heart and circulatory disease health inequalities is an important part of our strategy to 2030. The ongoing work of Kaleidoscope, our equality, diversity and inclusion group, as well as our Research Inequalities Working Group, demonstrate a similar commitment to improving equality, diversity and inclusion for our staff and volunteers. We want BHF colleagues to have fair progression opportunities and to embed a more open and inclusive culture. Our EDI strategy, Igniting Change, sets out our roadmap of the changes we want to see by 2025.

Our Kaleidoscope group is made up of representatives from across the organisation. Our activities encompass accessibility to work for those with care responsibilities, working parents, those with disabilities, different age groups, ethnic minorities, LGBTQ+ and many more strands of diversity.

We have a number of 'affinity groups' within the organisation. These include spaces for working parents, different religious, racial and ethnic groups, the LGBTQ+ community and those with disabilities. These are designed to be spaces for colleagues to feel connected, included and heard.

Whilst working for BHF, you will be actively encouraged to bring your true self to work. You'll find a culture where colleagues are inquisitive about diversity and keen to get involved in all activities that make individuality part of what we do every single day.

We want to fund lifesaving research for everyone. We can help to achieve this by welcoming colleagues from all backgrounds to come and be part of our BHF family.



Building an inclusive and supportive environment

Many heart and circulatory diseases are diseases of inequality. We are committed to funding lifesaving science for everyone, and we are committed to being an inclusive employer.

At BHF we want to ensure our workforce reflects the general population of the United Kingdom, so we can better represent the experiences and voices of the communities we support. A more diverse, inclusive, and fair BHF will not only improve the quality of what we do, but the impact we have.

Staff engagement

Listening to our colleagues, and understanding what matters, is always the first step in improving the employee experience.

Our wide-ranging employee survey received record support (69%), and attracted 19,000 comments and views. Our engagement score, one of the most important measures we track, was maintained at 7.5 out of 10.

Heartfest

In June 2022 we held our first Heartfest, an online festival that brought BHF colleagues together to celebrate our work and give everyone a chance to reconnect with each other and to our cause. The various interactive sessions featured colleagues, patients, researchers and supporters sharing inspiring stories, with music and wellbeing sessions adding to the festival feel.

Heartfest returned in 2023, bigger and better, and incorporated both online and in person events at BHF offices and shops across the UK.



Becky's story

Becky Newham, Senior Manager, Planning and Performance: "I'm 38 and have been living with sight loss since the age of 8. I've worked with various individuals across the organisation to raise awareness of some of the challenges I face and improve some of our ways of working. For me to be fully included it requires support from everyone on an ongoing basis."

Celebrating Pride

Pride is a chance for us to learn and show support for the LGBTQ+ community. BHF colleagues took part in Pride events across the country, including Edinburgh and London Pride events. Overall, the campaign has generated 262,000 bags of donated items over 2022-23.

These are our values

We are proud that the work we do is funding groundbreaking, lifesaving research that one day could see a world free from the fear of heart and circulatory diseases, including conditions such as heart attacks, stroke and vascular dementia.

That's why our values are key to defining who we are, how we do things and how we can achieve our ambitions so that every pound we raise funds the science that keeps millions of hearts beating.



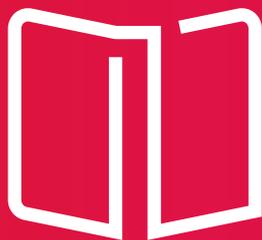
We're brave

We speak out. We're decisive. We're innovative.



We're compassionate

We're open and honest. We respect others. We care.



We're informed

We're clear. We're open minded. We're work together.



We're driven

We're focused. We're determined. We keep learning.



Our benefits

We all achieve more together when we're happy and healthy

As a world class organisation, we offer competitive salaries and an attractive package of benefits, designed to support the health and wellbeing of everyone who works here.

But more than that, we provide opportunities that are completely unique to British Heart Foundation, such as going behind the scenes of cutting edge research, meeting scientists who are paving the way for future cures, and hearing from people who have directly benefited from the research we fund.

We've been recognised by the Chartered Institute of Personnel and Development (CIPD) for our Live Well. Work Well. programme and we're passionate about creating a mentally healthy workplace for everyone. From mindfulness sessions to team sports, we know there's more to work than targets.

Because we all achieve more together when we're happy and healthy.

Our generous benefits include:

 **Annual leave**
Your work-life balance is important to us and our annual leave allowance of 30 days plus bank holidays is among the best in the sector.

 **Healthcare**
We offer employees private healthcare, dental health cover and a contribution towards your gym membership.

 **Live well. Work well.**
Heart health is central to our mission, and that starts with you. We provide a programme of activities, opportunities and guidance to inspire and support you to live a healthy and happy life, at home and at work.

 **Pension**
Our generous pension scheme will support you to save for your retirement. You can contribute a minimum of 3% but can increase this to 8% or more, with employer contribution starting at 5% and increasing to a maximum of 10%.



Job specification

Job description

Job title	Retail Internal Auditor		
Directorate	Finance, Risk, Planning and Legal		
Team	Retail Internal Audit Team		
Reporting to	Retail Internal Audit Manager	No. of direct reports	0
Agility contract type	Field		
Location	Home (with regular travel across the U.K.)		
Budgetary responsibility	N/A		
Job level	6	Date	Oct 2023

Role summary

This role is crucial in providing assurance to Senior Management and Trustees that British Heart Foundation (BHF) Retail Outlets are operating as expected.

Identifying potential weaknesses and shortfalls this role will be instrumental in making recommendations and highlighting improvements, working with Shop and Area Managers to help individual outlets meet and exceed the required operating standards.

With exposure to all organisational tiers, this role is recognised as a driving force for change and improvements in our retail operations.

The Retail Internal Audit Team is an intrinsic part of the overall BHF Risk & Assurance Strategy and is seen as a key component of the three lines of defence model. A key feature of the team is to provide proactive support to the Retail Directorate in order to help contribute to the delivery of improvements and efficiencies, whilst retaining a strong degree of independence in its reporting and assurance to the wider BHF Charity.

This role requires nationwide travel across the UK, including overnight stays.



Key responsibilities

Retail Auditors are allocated a geographical group of typically 140 shops comprising both facia's (Home and Fashion Shops) as a stand-alone role responsibility will include:

- Conducting annual audits of our retail outlets using the Alcumus internal audit software tool, assessing, and reviewing internal controls surrounding the operation, security and safety of individual shops and stores.
- Using detailed knowledge of operational procedures and health & safety requirements to work with local staff to develop and agree specific recommendations to help address and rectify any shortfalls identified during audits.
- Making operational decisions on a day-to-day basis as to the classification of audit findings and in particular those which require 24hr priority action in order to protect people and assets.
- Providing clear debriefs of audit findings and recommendations to Shop/Store Managers and Area Managers after each audit assignment with appropriate actions and timescales.
- Following up, tracking and evidencing the implementation of all audit recommendations.
- Reporting and escalating to Regional Managers and Regional Directors overdue audit recommendations or significant operational issues e.g. any serious Health & Safety or potential fraud concerns, which require immediate support.
- Contributing to the monthly reporting of audit activity and follow up, for onward transmission to the Retail Director, Retail Operations Director and Head of Risk & Assurance.
- Managing your own workload on a day-to-day basis, planning and scheduling your allocation of audits using a risk based approach to ensure the team delivers its annual programme of audits to time and cost.
- Actively contribute as a team member to the continual development and improvement of the retail audit programme as well as any other relevant risk and audit tools that may be identified.
- Undertake individual audits or investigations on specific themes or risks, including potential fraud reports, as directed by the Retail Internal Audit Manager and Head of Risk & Assurance – such activities may extend across the wider BHF on occasions.



Key responsibilities cont.

General

- Provide support and training as required by Shop/Store Managers and Area Managers through tailored workshops or individual training sessions as required.
- Work with the Security & Income Protection Team, Health & Safety Team and/or Risk Manager on investigations as required
- As a team member you will be expected to take a lead on a specific area of the team's work and to provide specialist support and advice to your colleagues.
- Take on any other projects at a senior level as requested by the Retail Internal Audit Manager or Head of Risk & Assurance.
- Work at all times in accordance with the Institute of Internal Auditors' Code of Ethics and International Standards.

Stakeholder Management

- Routinely liaise, report and support colleagues at various levels throughout the BHF including:
 - Shop & Store Managers
 - Area Managers, Regional Managers
 - Regional Directors
 - Retail Operations Director
 - Retail Director
 - Head of Health & Safety
 - Head of Risk & Assurance



Person specification

Knowledge, training and qualifications

- Entry level Internal Auditing or Health & Safety qualification (e.g. CIA, IOSH) or as a minimum Retail Management experience or equivalent retail qualifications
- In-depth knowledge of Shop & Store operations including till operations and financial systems ideally gained in a Charity environment
- Understanding of risk management and risk assessment principles

Experience

- Previous audit experience and/or extensive Charity Retail experience gained in a Shop or Store Manager Role, Regional Support Manager or Area Manager role
- Experience conducting Compliance, Operational, Security & Health & Safety Audits
- Experience conducting investigations, gathering evidence and writing reports
- Experience of training and supporting staff to deliver improved performance outcomes

Skills and attributes

- Strong personal integrity able to make clear independent judgments and reports without fear of influence or persuasion
- Interpersonal and influencing skills, able to develop and maintain strong working relationships, both with auditees and Senior Management in the BHF
- Confident self-starter able to manage their time and own workload with the minimum of supervision
- Able to work as a highly effective team player, able to both collaborate and lead on audits, investigations and projects
- Robust, determined, inquisitive nature with a willingness to go the extra mile to resolve issues
- Ability to cope with, and resolve, conflict
- Strong communication skills, verbal and written
- Good analytical and numeracy skills
- Demonstrates a can-do attitude to deliver results and improvements
- Effective IT skills (Outlook, Word, Excel) to facilitate effective reporting
- A willingness to undertake relevant training to support their continual performance development as a Retail Auditor
- Driver Licence and willingness to travel extensively and to stay overnight away from home on a regular basis

Safeguarding

At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially.



How to apply

To apply for this role please use the apply button via the jobs page on our website. Our process involves submitting your CV and a supporting statement, which should outline your interest and explain how you meet the criteria stated in the person specification.

All applications are managed by our Recruitment Team. If you wish to speak with a member of the team regarding the role and your application please contact them on careers@bhf.org.uk

Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert early should we receive a sufficient number of applications.

Should you need any adjustments to the recruitment process at application stage please contact the Recruitment Team on careers@bhf.org.uk



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