

Loss Prevention - Audit Advisors



About Post Office

The Post Office has thrived at the heart of high streets and local communities across the UK for over 370 years. As one of the country's most trusted brands, we take our commitment to providing essential services to customers across the UK very seriously.

We're the UK's largest retail network, as well as the largest financial services provider in the UK, with over 11,600 branches nationwide – more than all of the UK's banks and building societies put together.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. That's why we have a range of over 170 products and services, from personal financial services like banking, insurance, payments and travel money, to telecoms and, of course, mails. And we're improving our online and in store experience for customers. We know that our customers never stop changing, so neither will we.

Securing the future Post Office's future:

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come. This is a uniquely exciting and challenging time for the Post Office – we're shaping the future and creating a business we can all be proud of.

Working at the Post Office:

Post Office colleagues are the driving force behind our business. Whether they are in our branches or supporting from our offices, we are proud of the energy, commitment and customer focus our people all have in common.

All Post Office people are guided by our three values and behaviors, see [Code of Business Standards](#):

We **care** by always **thinking customer**

We strive to make things ever better through **honest challenge**

We **commit** to **decisive deliver**

The basics

Job Title:	Audit Advisors
Grade:	PO
Post Reports to:	Area Audit Managers
Division:	Loss Prevention
Business Unit:	Network Operations
Budget Responsibility:	None
Number of Direct Reports:	None
Location:	Field based role – geographically spread around the country

The purpose of the role

The Audit Advisors, reporting to Area Audit Managers, will be responsible for ensuring that the post office effectively manages risks within our branch network. Being deployed to work in branches to check and undertake audits the role will play a key part in ensuring financial compliance around POLs 11500 branch network.

The Audit Advisor role will focus on working with branches to conduct audits and perform intervention, taking appropriate action when required in a timely and efficient manner. The advisor will be expected to accurately capture and document their findings and provide reports as required to appropriate stakeholders to agreed timescales.

Principal accountabilities

- Personal delivery of financial and compliance checks and intervention activities in an effective and timely manner
- Conduct Financial Audits of branches within the post office network, following agreed processes and adhering to relevant legislation
- Closure audits within the branch network
- Able to review and balance Horizon tills / the branch, to identify any accounting discrepancies
- Making recommendations on how to proceed with branches where audits have taken place
- Accurate completion of post office audit/intervention activity documentation, ensuring that this is submitted within agreed timescales.
- Being prepared to cohesively and comprehensively discuss audit findings with stakeholders including Security and Contract Advisors
- Working with postmasters to improve ways of working
- Working closely with the training support advisors to refer cases where training support and development are required
- Where required, provide witness statements and be prepared to attend court
- Complete training in relation to conducting audit activities within investigation policy legal framework

Qualifications, experience and skills

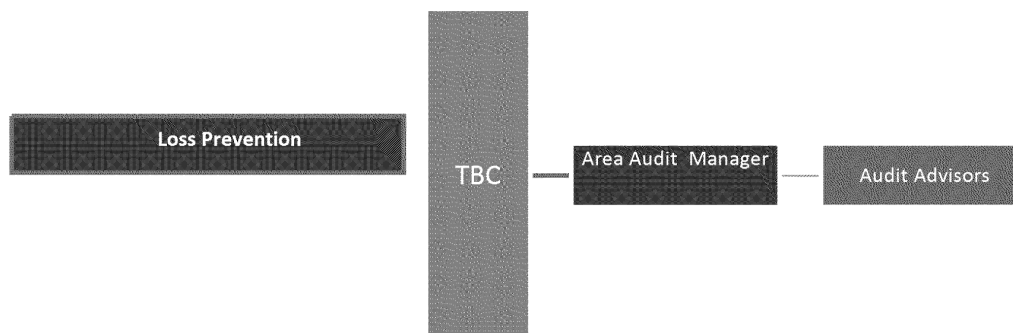
Technical Skills/Expertise

- Must have a good working knowledge of POL accounting processes and Horizon workings
- Must have a good knowledge of POL in branches processes
- An awareness of Audit & Compliance procedures
- Ability to be mobile and travel as required, working outside of normal office hours if required
- Ability to work independently
- Strong communication skills
- High attention to detail and can spot things away from ordinary practice
- Be numerically competent
- Ability to write reports

Personal Skills

- Excellent interpersonal and people skill
- Trustworthy and professional and be able to operate in a highly confidential environment
- Can follow instruction and course of action to detail
- Demonstrate and role model Post Office Behaviours.
- Flexible and adaptable with a 'can do' approach.
- Strong team player, highly motivated and demonstrates a positive mindset
- Confident and calm demeanor
- High level of integrity

Where does this role fit in with the rest of the team?



IT permissions

Please note that the following section is to be completed by the Line Manager (deleting any on the list that are not applicable and inserting any not already included):

IT permissions	
Job Role	Audit Advisor
IT Equipment	Standard Equipment
Applications	Standard Application Build
System Access	Standard System Build
Other System/Application	OXIt, Cheque Printer, Horizon, POLSAP, Credence, , MDM, APOP, MS Dynamics & Reporting, Bancotec, TESQA, ash Management, Outcman, Core Finance Service (CFS), Financial Services Logging, Payout systems (Postal Orders), AP case management, CACH, UK Passport Authority, STAR, Assistants, ABM Comms, Debt Collection Module (DCM), Electronic Business Plan, Galileo (EBP), SWIFT, SAP HR, Employee Interaction Centre, Success Factors, Advisor Plus, Learning and Performance, SABA, SAP HR (Payroll), Galaxy, Cast, Mercia, Traka Key Management, TransTract Client, Dispatcher, WCS, Business Objectives, Dynamics CC, Complaints, Mails Management, Capricorn, Swindon Finance, Stock Services, Paragon, MiX Telematics, SOTI, Cashman, Fleet, BOXIR, GEMS (Estate Management system), MDM, MS Dynamics CRM, CRM Fusion,
Approved by [System Owner]	
Job Title [System Owner]	
Date	