

CITY OF OTTAWA**Job Description**

Job Title: Auditor General	Dept: Office of the Auditor General
Reports to: Council	

JOB SUMMARY

Reporting to City Council, the Auditor General is accountable for the exercise of all powers, duties and functions delegated to the City Auditor General by Council as recorded in By-law No. 2013-375, as amended by By-law No. 2015-11.

By-law No. 2013-375, as amended, provides that Council shall, by by-law, appoint a person to the position of Auditor General for a non-renewable term to be determined by Council, and shall specify the terms and conditions of such appointment. The current Auditor General of the City of Ottawa was appointed for a fixed term of seven years.

The Auditor General is the City of Ottawa's statutory auditor general under Part V.1 of the *Municipal Act, 2001*, with all the rights and obligations under that part of the Act. The individual is responsible for the development and enhancement of the Office of the Auditor General as one of Canada's leading value-for-money auditing organizations. The Office assists City Council in holding the City administration accountable for the quality of stewardship over public funds and for the achievement of value-for-money in municipal operations.

Responsibilities include undertaking independent, objective financial, compliance and performance audits of City departments, local boards of the City, municipally-controlled corporations, grant recipients and any other agencies, boards, commissions and corporations as Council may create or identify.

The Auditor General will design audits to add value to the City and improve the City's programs/services. Audits will be professionally conducted to assist Council by bringing a systematic, unbiased approach designed to evaluate and improve the effectiveness of risk management, control and governance processes. The Office of the Auditor General also administers the Fraud and Waste Hotline and co-ordinates fraud investigation activities with City programs or City agencies, boards and commissions at the Office's discretion.

The Auditor General and the Office are independent of the City administration and free from administrative interference or influence related to planning, conducting and reporting on audit projects. The Auditor General has direct and unrestricted access to Council and City staff. The Office operates under a modified version of the Institute of Internal Auditors (IIA) Auditing Standards, as approved by City Council on June 13, 2012 (and as may be amended by Council from time to time). Many of the Auditor General's projects are complex in nature and, in some cases, involve two or more stakeholder groups with entrenched and conflicting viewpoints and opinions.

The Auditor General is a recognized professional in the field and able to practice in Ontario. The Auditor General must be designated in Ontario as a Chartered Professional Accountant.

ESSENTIAL FUNCTIONS

1. Establish policies and procedures to guide audit activities. Provides effective liaison with Council, City Manager and Senior Management and adheres to the City Audit Protocol and all relevant policies and procedures.
2. Provides leadership, accountability and expertise involving the coordination, supervision and direction of financial (excluding attest), compliance and performance audits, and risk assessment activities, to ensure they add value to the City. Has and imparts an understanding of the *International Professional Practices Framework*.
3. Ensures that all staff within or contracted by the Office of the Auditor General operate with an impartial, unbiased attitude, and that they avoid any conflict of interest. Ensures audit activity conforms to the *Standards for the Professional Practice of Auditing* and discloses any incidents of non-conformance, providing an analysis of the impact of the non-conformance to Council.
4. Develops an annual audit plan outlining the scope, objectives, approach and work plan for each audit to be undertaken. Consults with various City stakeholders to plan, refine, revise and finalize audit plans prior to submitting the annual audit plan to City Council, through the Audit Committee, for approval.
5. Reinforces and upholds all of the Corporation's administrative policies, standards and guidelines. Encourages and supports the development and maintenance of an organizational culture based on the understanding that customer/client focus, engaging staff and continuously improving services are key to sustainability. Promotes and encourages staff and others through personal actions to reflect corporate principles and practices. Creates an environment conducive to learning, innovation and appropriate risk taking. Understands and addresses the reasons for organizational behaviour and the underlying problems, opportunities or forces affecting the Corporation (e.g. current economic/social trends, demographic changes).
6. Communicates the audit plans and resource requirements, including any impact of resource limitations, to City Council, through the Audit Committee.
7. Undertakes ongoing monitoring of the performance of the audit activities and conducts periodic reviews performed through self-assessment. Conduct and present to Committee and Council an annual report on the performance of the Office of the Auditor General.
8. Makes optimum use of talent, technology and processes, identifies potential efficiency gains, improves operational and record keeping effectiveness, and provides guidance regarding the provision of economical services to the public such as substantial cost avoidance, cost savings, and/or revenue enhancement opportunities.
9. Works with City management for the conduct of audits in accordance with the City Audit Protocol, adjusting the Protocol as necessary for audits involving agencies, boards and commissions.
10. Provides effective liaison with the Corporation, Committees of Council, Elected Representatives, as well as local agencies, boards and commissions, the provincial and

federal governments, external stakeholders and legislative authorities. May bring forward matters relating to audit status, disagreements between management and the Office of the Auditor General and facilitate acceptable resolution(s) with the Audit Committee. The Auditor General may also provide information to the media following the release of each final audit.

11. Develops a risk-based audit plan that takes into account the City's risk management framework. Evaluates management's processes for risk management and management controls to determine whether they are appropriate, adequate and functioning in an effective manner, compliant to related laws, statutes, municipal by-laws and corporate policies.
12. Ensures best-practice, performance-based, client-centred service delivery models are designed to enhance and improve services on a continuous basis. Promotes appropriate ethics and values within the City, ensures effective organizational performance management and accountability and communicates risk and control information to appropriate areas of the City.
13. Ensures the effective flow of information and evaluates the accuracy, timeliness, integrity and accountability of electronic processing programs, documentation and systems.
14. Recruits and manages staff assigned to the Office of the Auditor General. Directs the utilization of associated and contractual staff. Ensures all staff has the knowledge, skills and other competencies to effectively carry out their professional responsibilities. Ensures that the individuals who are part of the audit activity demonstrate conformance with the applicable professional and City Codes of Conduct and the Standards for the Professional Practice of Auditing.
15. Maintains professional links with audit professionals to continually upgrade and expand the knowledge pertaining to the audit field.
16. Participates as appropriate in a regular Quality Assessment Review of the work of the Office of the Auditor General.
17. Ensures that all employees perform work in accordance with applicable legislation and all City of Ottawa corporate/departmental policies and procedures. Ensures that auditors in the Office of the Auditor General undertake continuing professional development to enhance their knowledge, skills and other competencies.
18. Ensures that own work and the work of all employees is carried out in accordance with applicable health and safety legislation, policies and procedures, and all other legislation, policies and procedures relevant to the work.

STATEMENT OF (MINIMUM) QUALIFICATIONS

EDUCATION

University degree or Ontario Ministry of Education equivalency

EXPERIENCE

- Twelve (12) years progressive management experience including ten (10) years in a municipal, provincial and/or federal government auditing environment
- Alternate equivalent combinations of experience and education will be considered

CERTIFICATE/LICENCE

- Designation in Ontario as a Chartered Professional Accountant and be a member in good standing with the association
- Additional professional designations (Architect, Engineer, Planner, Certified Municipal Manager, Lawyer) will be considered assets
- CIA (Certified Internal Auditor), CRMA (Certification in Risk Management Assurance), CFE (Certified Fraud Examiner) and CFF (Certified in Financial Forensics) are considered to be assets
- Must be bondable

KNOWLEDGE

- Comprehensive auditing
- Advanced communication, facilitation, negotiation, and administrative skills and knowledge of relevant legislation and regulations essential to maintaining effective relations with municipal, provincial and federal offices, outside boards and commissions, representatives of various agencies and the general public
- Highly developed comprehension of analytical and business planning skills
- Thorough understanding and knowledge of statutes, regulations, standards and by-laws governing the Office of the Auditor General and the City of Ottawa
- In-depth knowledge of the corporation's functions
- Effectively carry out proper risk assessment
- Working knowledge of computer software applications necessary to perform the responsibilities of the Office
- Demonstrated knowledge of the applicable health and safety legislation and applicable regulations as it relates to the position

PERSONAL SUITABILITY

- Must be bilingual (OE: Level I2, OC: Level A1, RC: Level A1)
- Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation and creativity, team advocacy, staff delegation and staff capacity to build and achieve results
- Possesses a high level of personal integrity and consistently demonstrates positive, constructive communication
- Has the courage of conviction, even in the presence of uncertainty and ambiguity, trusts own judgement and does not give up in the face of challenges or adversity
- Work in an independent and confidential manner
- Make sound judgement based on results of fieldwork
- Flexible and willing to change priorities to meet constantly changing and ambitious deadlines

STRATEGIC LEADERSHIP

- Navigates/moderates the complex and often invisible relationships and interrelatedness of local political, provincial, federal and community groups
- Translates the organization's vision and mission into clear and effective strategic and operational plans, policies and programs
- Recognizes, inspires, mobilizes and empowers talent towards high levels of performance in the achievement of a shared vision, values and goals of the organization
- Applies knowledge, experience, political sensitivity and sound judgment to predict how an issue will be perceived and how to address complex issues, problems and opportunities
- Conceptualizes and analyzes current socio-economic and market trends and demographic changes to identify long-term impacts and opportunities
- Mobilizes and coordinates resources, and delivers client-centric results
- Assesses the organizational talent needs and provides long-term direction to ensure that organizational talent is consistent with business strategies

DEMONSTRATES BUSINESS SENSE

- Demonstrates dynamic leadership with strong conceptual, organizational and planning skills
- Analyzes highly complex policy issues, draws accurate conclusions and articulates clear and focused strategies, opportunities, plans and policy to diverse audiences
- Demonstrates sound financial and business acumen in all budgets, plans, programs, services and processes
- Makes complex enterprise-wide business decisions and ensures linkages to the short and long-term direction/sustainability of the organization
- Assesses and effectively manages financial, reputational and operational risks, confronts difficult issues, understands and qualifies risk in each situation, and focuses efforts on decisive action

BUILDS COLLABORATIVE RELATIONSHIPS

- Identifies, establishes and maintains effective strategic relationships with all key stakeholders to facilitate the accomplishment of shared and corporate goals
- Demonstrates excellent negotiation and communication skills, with the ability to understand the perspective of others, to plan, communicate and gain commitment for corporate priorities and goals, and to resolve conflicts
- Assimilates complex issues and uses well-developed interpersonal skills to communicate effectively, in a timely manner, with diverse audiences
- Promotes and facilitates cross-departmental integration and develops partnerships to promote collaboration
- Provides timely, constructive, high-quality professional advice and information to Councillors to assist the political decision-making process in accordance with protocols relevant to the political relationship
- Shares and promotes others' goals and contributes to their successes

FOSTERS INNOVATION AND CHANGE

- Applies principles of change management to create opportunities for change and to assist staff in dealing with change
- Approaches problems and situations with an analytical, strategic, realistic, comprehensive and innovative assessment and solution
- Creates capacity by actively supporting and encouraging creativity, and suggestions for ongoing improvement
- Champions new ideas and builds enthusiasm and buy-in from key stakeholders

- Identifies Department- and Corporate-wide problems and opportunities and empowers appropriate parties to remedy the situation
- Takes ownership and responsibility for implementation and outcomes of new approaches

ENGAGES EMPLOYEES

- Leads by example, demonstrates principled leadership and a commitment to openness, transparency and integrity in achieving results
- Motivates and empowers others and builds dynamic teams bringing a high degree of personal confidence, enthusiasm, high energy, creativity and initiative to the work environment
- Develops leaders through regular coaching, career planning and proactive performance management, helping them build their capabilities
- Delegates appropriate levels of authority and empowers others, utilizing the team's strengths and different perspectives
- Leads and supports corporate employee engagement and recognition as a critical success factor in organizational success
- Is visible and available to employees throughout the organization
- Expresses confidence in staff's ability to be successful and supports the team and its reputation within the larger organization and community

DELIVER RESULTS

- Ensures the creation of departmental plans with clear goals, objectives and measures of success that can be cascaded down throughout the organization
- Establishes a climate of personal accountability for decisions and their results
- Intervenes when required to achieve goals
- Empowers others and effectively delegates accountability for specific results pertinent to authority/job levels
- Sets and maintains high standards and performance expectations for oneself and others
- Tracks results to gauge performance against goals

CLIENT-CENTRIC FOCUS

- Exhibits an in-depth knowledge of, and experience in formulating an accurate assessment of emerging client needs and in optimizing service accessibility and delivery to clients
- Develops and supports activities/programs that advance the organization's reputation for excellent client service
- Ensures organization's ability to respond to future needs of clients by establishing vision and direction
- Ensures the consideration of the client perspective in making strategic decisions
- Advocates and promotes the principles of equity and inclusion in policies, programs and services

SIGNATURES

This job description is intended to summarize the type and level of work performed by the incumbent and is not an exhaustive list of duties, responsibilities and requirements.

Auditor General

SIGNATURE: _____
Auditor General

NAME: _____
(Please print)

DATE: _____