

**Job Description**

**VACANCY INFORMATION**

|             |   |                    |   |
|-------------|---|--------------------|---|
| Job Title   | WVV Micro Finance (MF)<br>Senior Internal Control Officer | Line Manager Title | Functionally to the Chair of the Risk and Audit Committee (RAC) and VFI Regional Audit Manager<br><br>Administratively (dotted line) to MFU Program Manager |
|             |   | Department/Office  | Micro Finance Unit,<br>Internal Audit Department  |
| Grade level | 14  | Work location      | Hanoi, Vietnam  |

**WORK CONTEXT**

Micro Finance Program – World Vision Vietnam (MFU) is an independently managed program that promotes transformational development through the provision of micro financial services. MFU was established in 2006.

The mission of the Micro Finance program is to foster improvement in the quality of life among the clients in Vietnam by assisting the economically active poor and graduating the moderate and poorest of the poor into entrepreneurial skills. This will be accomplished through a sustainable Micro Finance program that provides access to loans, insurance and savings within program areas. All aspects of the services that the Micro Finance program delivers are built to lead the development of appropriate models, capacities and systems for micro enterprise development in Vietnam, resulting in sustainable economic development as part of WVI transformational development ministry throughout Area Program (AP) communities.

MF Program is structured in two management levels: central office in Hanoi and branch office at the provincial and/ or regional level. All direct transactions with clients including clients screening, loan processing and loan repayment collection are carried out at the communities' level through a network of local staff.

At present, MF Program is operating in 11 districts mainly in the north and central of Vietnam.

**JOB PURPOSE**

The Senior Internal Control Officer leads the Internal Control Unit, which assists the WV Vietnam Micro Finance Program accomplish its objectives and strategies by bringing a systematic, disciplined and risk-based approach to objectively evaluate and improve the risk management, internal control, and governance processes of the entity. The Senior Internal Control Officer provides recommendations on addressing control weaknesses and managing risks raised in audit engagements, and communicates and collaborates with the appropriate stakeholders, including branch personnel and managers, members of MFU’s management, and the Risk and Audit Committee and VFI Regional Management. The Senior Internal Control Officer’s engagements will cover regular branch audits, special investigations on fraud and other irregularities, thematic reviews of key processes and business units at the head office, and evaluation of grants-funded projects. The Senior Internal Control Officer liaises and coordinates with the VFI Regional Audit Manager for Asia (RAM Asia) to align the audit engagements, methodology, practices, and policies of the Internal Control Unit with the VFI network’s global center of internal audit. Given this, the Senior Internal Control Officer supports WV Vietnam Microfinance Program in maintaining high standards of financial and operational stewardship at the level of the branch, head office and support services units, and the national office.

## MAJOR RESPONSIBILITIES

| Time | Activities and Tasks   | End Results  |
|------|--|--|
| 10%  | <p><b>Strategic and Annual Internal Audit Planning</b><br/>           The SICO spearheads the preparation of the annual audit plan and budget. This includes gathering relevant information The SICO spearheads the preparation of the annual audit plan and budget. This includes gathering relevant information and performing analysis and risk assessment necessary for the prioritization of the auditable branches and units/processes, as well as allocating resources. The SICO consults with the audit clients about the planned pipeline of engagements, consults the Regional Audit Manager for Asia and seeks the approval of the Risk and Audit Committee.</p> <p><b>Audit Engagement Planning</b><br/>           The activities in the Audit Engagement Planning Phase may vary with respect to the Regular Branch Audit (RBA), Global Thematic Reviews (GTR), Local Thematic Reviews (LTR) and Special Investigation (SI) of fraud and other irregularities.</p> <p>The SICO spearheads the planning phase of every engagement, including the performance of walkthrough procedures and analysis of objectives, risks, and controls of the business unit under audit. The SICO ensures the development of applicable audit criteria and appropriate nature, timing and extent of audit procedures, and the preparation of the audit planning memo and the audit work program.</p> | <ul style="list-style-type: none"> <li>▪ Annual Audit Plan and Budget is prepared, presented, and approved before the start of the fiscal year.</li> <li>▪ Adequate documentation of the planning exercises, including the risk analysis, workdays analysis, engagement pipeline schedule</li> <li>▪ Adequate engagement planning and compliance with formalities and communications.</li> <li>▪ Audit Engagement Plan/Audit Planning Memo</li> <li>▪ Audit planning materials and communications, including MWRAP, Working Papers, Engagement Canvas, Engagement Letters, etc.</li> </ul> |

65%

### **Audit Execution and Supervision**

The SICO leads the execution of audit engagements and reviews and supervises the work of the Internal Control Officers. The SICO employs the appropriate audit approach and procedures and ensures adequate documentation of the tests and results. The engagements may include thematic reviews, regular branch audits, special investigations, financial controls audit, information systems audit, process audit, support services audit, compliance audit, program evaluations, etc. The SICO ensures that adequate, sufficient and competent evidence is obtained in the course of the engagement. The SICO manages the progress of the engagement, as well as the relationship and interactions with audit clients.

### **Reporting and Communication Phase**

The SICO conducts detailed review of the sufficiency and appropriateness of audit procedures and evidences supporting the audit ratings, risk opinions, and reportable findings. The SICO is responsible for conducting adequate and methodical analysis of root causes and control weaknesses underlying the opportunities for improvement noted; and provides appropriate, practical, and best-practice recommendations. The SICO leads the preparation and communication of the audit report to various stakeholders, including the conduct of exit conferences.

### **Follow-Up, Monitoring and Clearance**

The SICO is responsible for maintaining and updating the database for audit findings, audit recommendations and management action plans, including goal owners and target completion dates. The SICO coordinates with members of the Management in monitoring the progress of management actions, and regularly prepares reports on this matter for the Management, Risk and Audit Committee, and the VFI network.

### **Liaison with the Risk and Audit Committee and RAM**

The SICO reports functionally to the Risk and Audit Committee, and as such liaises with the committee on a regular basis, and complies with all requirements for the Internal Control Unit's organizational independence and individual objectivity. The SICO prepares the reports and materials, and presents during the regular quarter meeting of the Risk and Audit Committee.

- Procedures are completely and properly executed, and documentation of audit procedures and results is adequate
- Evidence obtained is adequate, appropriate and competent to support results and conclusions of the engagement
- Audit client experience meets defined attributes and audit client cooperation is upheld.
  
- Audit reports that are timely, reliable, accurate and value adding.
- Audit recommendations that are helpful, practical, appropriate to the context of the MFU, and based on authoritative references and best practices
- Submission of MWRAP to GCIA for global thematic reviews
  
- Clearance procedures are conducted properly and as timely as possible
- Reliable reports on progress of implementation of audit recommendations and management actions and closure of audit issues are prepared and submitted
  
- Reports to the Risk and Audit Committee are adequate, appropriate and accurate, and submitted on time.
- Presentation to and discussion with the Risk and Audit Committee is adequate and engaging, and helpful to the committee's oversight.

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| 10% | <p><b>People and Performance Management</b><br/> The SICO is responsible for managing the Internal Control Officers and their performance, and supervising their day-to-day activities. This includes the formulation of performance and development plans and targets, monitoring the progress throughout the year, and providing feedback and support, as needed. The SICO is responsible for maintaining a high performing and highly engaged and motivated team.</p>   | <ul style="list-style-type: none"> <li>▪ Implementation of people management policies and initiatives</li> <li>▪ High performing team – able to deliver engagement and achieve performance targets</li> <li>▪ Highly engaged and committed Internal Control Unit, with high retention rate</li> </ul>  |
| 15% | <p><b>Regional Internal Audit Activities</b><br/> The SICO regularly coordinates with the Regional Audit Manager for Asia, and participates in the activities and projects of the Internal Auditors in the Region and the VFI network. The SICO builds professional relationships with colleagues in the network, and collaborates with the Internal Auditors in the region and network for global thematic reviews and for knowledge and practices sharing, among others.</p> <p><b>Other Administrative and Organizational Roles</b><br/> The SICO leads the periodic reviews of policies, procedures, methodologies, and templates of the Internal Control Unit. The SICO also participates in Management meetings, upon invitation, and participates in institutional activities, projects, and initiatives of WV Vietnam and the MFU to the extent allowed by the Internal Audit Charter and by the RAM Asia. This may include developing and delivering workshops or orientations to employees of WVV or MFU, especially on matters related to internal audit activities and areas of expertise of the SICO.</p> <p><b>Professional Training and Development</b><br/> The SICO participates in trainings (internal and external) and other development interventions under the guidance of RAM Asia, as well as completed institution-wide trainings. The SICO participates, and ensures participation of the Internal Control Officers, in the regular training courses of the Internal Auditors in the VFI network and in the region. The SICO undertakes long-term technical proficiency certification programs (e.g., CIA, CISA, CFE) as part of the development plan, and provides support to Internal Control Officers who undertake similar programs.</p> | <ul style="list-style-type: none"> <li>▪ Participation in the activities of Internal Auditors in VFI Asia</li> <li>▪ Completion and submission of expected activities and outputs.</li> <li>▪ Preparation and implementation of Professional Development Plan</li> <li>▪ Completion of compliance trainings, GCIA trainings and Regional Internal Audit trainings</li> <li>▪ Achievement of required competency level or closing of competency gaps</li> <li>▪ Achievement of proficiency certifications (e.g., CIA, CISA, CFE)</li> </ul> |

## KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

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|---|---|
| <p>Required Professional Experience</p>       | <ul style="list-style-type: none"> <li>At least six (6) years of professional experience (of which, at least two years in a supervisory role) in external auditing or internal auditing, preferably in financial institutions (Banks, MFIs, Fintech companies, etc.)</li> </ul>   |
| <p>Bachelor Degree</p>                        | <ul style="list-style-type: none"> <li>University degree in any of the following courses: accountancy, management accounting, finance, internal auditing, or business administration</li> </ul>   |
| <p>Preferred Knowledge and Qualifications</p> | <ul style="list-style-type: none"> <li>Preferred to be a holder of related technical proficiency and professional certifications, such as Chartered Accountant, Certified Internal Auditor, Certified Information Systems Auditor, or Certified Fraud Examiner.</li> <li>Has adequate understanding and experience in applying the professional practices standards and framework for Internal Auditors, and has commitment to upholding the profession's code of ethics and can consistently demonstrate integrity, objectivity, confidentiality and competency.</li> <li>Possesses technical competencies in carrying out and leading end-to-end audit engagement process, including the engagement planning, execution, reporting and communication, and follow-up phase; has reasonable degree of familiarity with frameworks for internal control, risk management, and governance. Has understanding of business processes and systems, management functions and the operating environment, especially in the context of financial institutions and social development non-profit organizations.</li> <li>Able to effectively apply concepts and practices related to risk-based internal auditing (RBIA) in various aspects of the internal audit function, especially in the areas of strategic and annual planning, engagement planning and execution, reporting audit results, and developing recommendations.</li> <li>Experienced in managing relationships and interacting and communicating with audit clients, members of the organization's management, as well as liaising with the members and chair of the Risk and Audit Committee.</li> <li>Proficient in written and oral communication in the Vietnamese and English language, and able to prepare internal audit reports and other documents and communications for different stakeholders.</li> <li>Able to use information and communication technology relevant to the performance of office and audit tasks. Preferably, has extensive experience in using spreadsheets, and has background in the use of audit management software, as well as continuous analytics and CAATs.</li> <li>Able to supervise the day-to-day work and activities of staff internal auditors, as well as support the professional and personal development of staff internal auditors.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>Willing to support in articulating and demonstrating World Vision's core values in meaningful ways to children and communities.</li> </ul>      |                       |  |                       |                                       |
| Travel and/or Work Environment Requirement | <ul style="list-style-type: none"> <li>Work in a team environment with great diversity</li> <li>Regular field visits are expected</li> <li>Travel up to 40% to the branches</li> </ul> | Physical Requirements | <ul style="list-style-type: none"> <li>Satisfactory pre-employment medical report verified by medical doctors</li> </ul> | Language Requirements | Vietnamese: Fluent<br>English: Fluent |

| KEY WORKING RELATIONSHIPS                           |   |  |
|---|---|--|
| Contact (within WV or outside WV)                   | Reason for contact  | Frequency of contact                             |
| Internal Control Officer                            | <ul style="list-style-type: none"> <li>Generally, day-to-day activities of the Internal Control Unit</li> </ul>   | Daily  |
| VFI Regional Audit Manager for Asia                 | <ul style="list-style-type: none"> <li>Clarifications on audit engagement matters and other periodic reports to Management and ARC, as needed; other functional reporting matters as defined in the policies and procedures</li> </ul>  | Monthly/Quarterly                                |
| WV MFU Program Manager                              | <ul style="list-style-type: none"> <li>Discusses with the Program Manager on administrative matters, as defined in policies and procedures; updates on the progress of audit engagements and other projects and initiatives</li> </ul>  | Weekly/ Monthly                                  |
| Branch Managers and Branch Personnel                | <ul style="list-style-type: none"> <li>Consultation and information requests during planning phase of the engagement (branch audit or fraud investigation); Inquiries, and information requests during execution phase</li> </ul>   | Frequency based on audit engagement.             |
| WV MFU Management                                   | <ul style="list-style-type: none"> <li>Coordination of engagement activities (e.g., interviews, walkthrough procedures, observation, inspection, etc.) and fieldwork activities.; exit conference, and follow up on revisions and updates to the draft audit report based on exit conference and subsequent clarifications;</li> <li>Follow up on submission of documented responses and action plans on audit findings raised in the report and during exit conference.</li> </ul> | Frequency based on schedule of audit engagements |
| Audit and Risk Committee, especially with the Chair | <ul style="list-style-type: none"> <li>Presenting and discussing internal audit reports and updates to the Audit and Risk Committee;</li> </ul>   | Quarterly  |

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|  | <ul style="list-style-type: none"> <li>▪ Communicating directly on functional reporting matters, such as audit plan implementation, scope limitations, significant risks, etc.</li> </ul> |  |
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## DECISION MAKING

In generally, the Senior Internal Auditor’s decision making and approval authority shall be governed by the policies, guidelines and procedures and level of authorities of WV Vietnam, and the policies and procedures of the WV MFU Internal Control Unit and the VFI Global Center Internal Audit.

## CORE COMPETENCIES

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|---|---|--|---|
| <b>Universal Competencies</b>                                       |   |  |   |
| <input type="checkbox"/> Be Safe and Resilient                      | <input type="checkbox"/> Build Relationships                                | <input checked="" type="checkbox"/> Learn and Develop            | <input checked="" type="checkbox"/> Partner and Collaborate                 |
| <input checked="" type="checkbox"/> Deliver Results                 | <input type="checkbox"/> Be Accountable                                     | <input checked="" type="checkbox"/> Improve and Innovate         | <input type="checkbox"/> Embrace Change                                     |
| <b>Internal Audit Competencies (Institute of Internal Auditors)</b> |   |  |   |
| <input checked="" type="checkbox"/> Professionalism                 | <input checked="" type="checkbox"/> Performance                             | <input checked="" type="checkbox"/> Environment                  | <input checked="" type="checkbox"/> Leadership & Communication              |
| For Management positions only                                       |   |  |   |
| <input checked="" type="checkbox"/> Model Self-Management           | <input checked="" type="checkbox"/> Engage, Influence, Lead and Grow Others | <input type="checkbox"/> Run an Effective and Agile Organisation | <input checked="" type="checkbox"/> Develop the Organisation for the Future |

## APPROVALS

|                   |  |
|-------------------|--|
| Line Manager:     | Approval Date: Click or tap to enter a date. |
| Matrix Manager:   | Approval Date: Click or tap to enter a date. |
| Department Heads: | Approval Date: Click or tap to enter a date. |
| P&C Director:     | Approval Date: Click or tap to enter a date. |