

Chartered Banker

Leading financial professionalism

Joanne has accepted a new position in the internal audit department of her bank. She will be responsible for a team that will deal primarily with the internal controls relating to the bank's IT/IS applications.

Joanne is highly ambitious and her CV is already impressive. After graduating, she spent three years with a 'Big Four' audit firm and passed both her banking and accountancy qualifications with no difficulty. She enjoyed her experience at the audit firm but saw the move to the bank, one year ago, as a positive career step.

Whilst working at the accountancy firm, Joanne had worked on the systems audit team on the bank's external audit and got the impression that the bank would be an excellent employer, offering good career prospects.

Then, at 24 years of age, Joanne joined the bank as a Project Manager, working on developing customer relationship management systems. Having made an impact as a dynamic team leader, she saw the opportunity to work in the internal audit department as too good to miss.

She is particularly looking forward to working with Sandy, the head of internal audit, who has many years experience, having joined the bank from school. Sandy has a powerful personality and is quick to air his views on issues and problems confronting the department.

He knows the functions of the bank very well and has been particularly helpful to Joanne in pointing out the standards to expect from different departments and their managers.

From the information given, what particular issues may compromise the ability of Joanne to carry out her job effectively?