

JOB DESCRIPTION

JOB TITLE:	Director of Business Services halow care
LOCATION:	Guildford, Surrey
RESPONSIBLE TO:	The Chair and Board of Trustees
DIRECT REPORTS:	halow care Services Manager, Finance Manager, Senior HR/Admin Officer

OUR MISSION

“Nurturing and enabling independence for young people with a learning disability.” To support each other and work as part of the team, respecting every individual’s gifts, skills and qualities, and the unique talents they bring to **halow**.

ROLE PURPOSE

- To independently manage the Finance and HR functions for the entire Organisation (including both **halow project** and Care)
- To independently manage the delivery of **halow** Care services in accordance with the Organisation’s strategic plans and budgets set by the Board to achieve the required outcomes
- The post holder will be responsible for the day to day management of three Senior Managers: The Senior HR/Admin Officer, the Finance Manager and the **halow care** Services Manager
- The post holder will be part of the Executive Committee, and will report to the Board

SUMMARY OF RESPONSIBILITIES

- **Be independently responsible to the Executive Committee and Board for:**
 - Lead and model the organisation’s culture
 - Implementation and management thereafter of business plan/s within **halow care** to achieve strategic objectives and policy set by the Board; and,
 - Advising the Board on matters involving finance, compliance, risk and staffing
 - The effective financial management of the Organisation as a whole
- **As part of the Executive Committee, jointly ensure that:**
 - The Organisation as a whole (including both **halow project** and **halow care**) achieves its agreed strategic objectives, outcomes and targets
 - The highest possible standards of care are provided to the young people with learning difficulties that **halow** support; the existing services in both provisions are delivered in a professional manner and that they are legally compliant
 - To develop and manage key external networks that support innovative practice and enable **halow** to continually improve its services, to diversify to respond to demand and to grow
 - The Board receives good quality, appropriate and timely information as requested; and,
 - The Board can fulfil its functions, with the support of the Chair
 - The leadership and management of the Organisation within the strategic framework set with them; and,
 - The motivation, wellbeing, and efficiency of staff and wellbeing of people who use the Organisation’s services

ELABORATION OF RESPONSIBILITIES

Ambassador for halow

- Demonstrate ongoing commitment to the Organisation’s mission statement
- Lead by example and demonstrate, through both actions and words, a positive approach to colleagues, **halow’s** young people and stakeholders alike

Strategy and Planning

- To formulate, implement and then manage and monitor a long-term strategy for **halow care** (with measurable objectives and defined outcomes) that integrates fully with the Organisations objectives and assists with the achievement of its overarching goals
- Monitor the operations in conjunction with the Director of **halow project** and keep under review the structure of the Organisation and make proposals for appropriate changes to the Board
- To identify, measure and report on key performance indicators across the Organisation that will help ensure the achievement of the Organisation's strategic plans
- To keep abreast of the work of the Organisation and more generally, developments within **halow's** field and the wider social care sector

Reporting to the Executive Committee and Board

- To diligently service the Trustee Board, ensuring transparent and timely reporting of progress against the strategic plan/s, changes / developments in the Organisation's environment, and management of governance and risk
- Ensure that the Executive Committee and Board receive appropriate advice and information on all relevant financial matters to enable them to fulfil their management and governance responsibilities
- Provide the Executive Committee and Board with timely advice on new legislation, guidance or policy from local or national government that may impact on the business of the Organisation
- Manage the formulation of policy proposals and their timely review for consideration by the Executive Committee and Board
- Ensure that the Board receive regular, good quality, appropriate and timely reports on the progress of the Organisation in adhering to policy, performance in relation to the key objectives or achieving targets, especially performance against the financial budget set for the year
- Ensure that the Board receives appropriate and timely information and advice on other matters relevant to the discharge of its responsibilities, including the review of the strategic direction of the Organisation

Governance / Compliance

- To ensure timely compliance with all legal and regulatory requirements in relation to Safeguarding and CQC legislation, finance and HR including the design, development and implementation of mechanisms to ensure the appropriateness of procedures and guidance
- To identify and assess the impact of legislative changes, changes resulting from audit requirements, accounting procedures and requirements from the Charities Commission, that are relevant to the business and operations of the Organisation
- To identify where risk assessments are required in relation to finance and facilities management and ensure these are carried out
- To liaise with the Auditors and ensure that they have the data necessary to conduct a prompt, thorough and cost-effective audit annually
- Alongside the Finance Manager, prepare an updated annual financial risk assessment statement for the Annual Report
- To ensure that the required financial statements and accounts are prepared for submission to relevant bodies and inclusion in the Annual Report
- In the event of a breach, promptly report the breach and action taken to the appropriate committee

Service Delivery

- To initiate and implement methods of monitoring and evaluating the quality and effectiveness of the services provided by **halow project** and **halow care**, ensuring that clients are at the centre of all aspects of the Organisation's work
- To initiate and implement methods of monitoring and evaluating the quality and effectiveness of the services provided by the finance, HR, facilities management and IT functions
- To ensure the Organisation has an effective mechanism for gathering and analysing customer feedback and wider market intelligence across the areas in which **halow** operate, and that this information is used to drive the internal business and delivery plans

Leadership

- Drive the Organisation's work in relation to new business, identifying opportunities, developing new approaches to meet identified needs, developing new proposals, and generating income
- To manage direct reports to enable the development and delivery of services and ensure understanding of and support with operational issues
- To ensure that there is an effective succession plan in place within the HR, finance, IT and facilities management functions
- To ensure that the HR, finance, IT and facilities management functions operate with appropriately qualified staff

Stakeholder Relations

- To lead by example in engaging clients in all aspects of the Organisation's work
- To ensure arrangements are in place to support and empower clients to contribute to at all levels in the work of the Organisation
- To develop and maintain as appropriate, the Organisation's public profile and influence, and foster good relations with other Organisations both locally and nationally to retain existing and win new business

Financial Management

- To manage the Organisation's finances to ensure viability, competitiveness and value for money whilst maintaining high quality service delivery
- To develop and maintain effective financial controls and reporting processes, alerting the Board to any issues that may require remedial action
- To ensure the prudent setting and management of budgets for Board approval
- To actively develop diverse sources of funding
- To take the lead in negotiations over contract renewals and oversee the management and the appropriate use of funding
- Direct supervision and management of the Finance Manager

Business Services

- **Human Resources**
 - Responsibility for the wellbeing of all staff and ensure that they are managed and supervised in line with agreed procedures
 - To appraise and evaluate key staff skills and provide necessary training
 - To ensure the Organisation's values and policies are relevant, fair and consistently implemented
 - To ensure that the recruitment, induction, management, training and development of staff are directed to achieving the objectives of the Organisation, meet legal and regulatory requirements and achieve best practice
 - To develop and maintain a climate which attracts, retains and motivates good quality staff
 - Direct supervision and management of the Senior HR/Admin Officer
- **Information and Communications Technology (ICT)**
 - To manage the relationship/s with external IT provider/s ensuring the best service for **halow**
 - To ensure that a disaster recovery plan is in place in respect of the failure of the Organisation's systems and procedures, ICT in particular
- **Facilities Management**
 - To ensure the relevant personnel take a lead in providing a safe and efficient working environment

Other Responsibilities

- As the Executive Officer responsible for Health and Safety ensure that the policies and practices within the Organisation are adhered to and that the risk is managed effectively
- As Data Protection Officer, ensure all data processed in the fulfilment of the role adheres to the General Data Protection Regulations and that any data breaches are highlighted to the Data Commission

- To be part of the **halow care** tiered on call rota
- To attend functions and networking meetings to promote the services of **halow project** and **halow care** as necessary, as well as attending any internal/external meetings as required
- Any other duties which may be reasonably required of the post

*This is a description of the job as it is presently constituted. It is the practice of **halow** to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. It is the Organisation's aim to reach agreement on changes, but if agreement is not possible, the Organisation reserves the right to insist on changes to your job description, after consultation with you.*

PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>
<i>Experience</i>	<ul style="list-style-type: none"> • A demonstrable record of achievement at Director or Senior Manager level in a complex social enterprise, charity or public sector Organisation with comparable aims and objectives • Strong business management and financial skills demonstrated through a track record of successful business planning, income generation and budget management • Strong leadership and team building skills with a track record of providing direction and leadership in a way that nurtures talent, inspires confidence and commitment and encourages ideas, innovation and initiative from others • A strong track record of valuing and engaging people who use services at all levels of an Organisation's work • A track record of success in change management and developing performance and accountability culture that measures and ensures success • A commitment to addressing equality and diversity issues 	<ul style="list-style-type: none"> • Sector responsibilities relating to learning disabilities • A demonstrable record of strong co-working or team working ability at senior level.
<i>Knowledge and Skills</i>	<ul style="list-style-type: none"> • Commercially minded and able to identify and assess business risk • Demonstrable skills in the efficient and effective management of resources to achieve maximum impact and outcomes • Demonstrable knowledge and understanding of the operating context – the social, political and legal environment • A comprehensive understanding of current financial practices and associated statutory requirements • Likewise, a comprehensive understanding of current HR practices and associated employment legislation • A good understanding of regulatory requirements, good practice - particularly in relation to corporate governance, safeguarding and service delivery • Ability to build and maintain strong internal and external relationships that deliver results • Highly articulate with strong communication skills, including the ability to negotiate, persuade and explain at all levels of the Organisation 	

	<ul style="list-style-type: none"> • Outstanding interpersonal skills to relate effectively to all stakeholders • Ability to ensure the Organisation utilises all resources effectively – including finance, people, land, buildings, knowledge/information and IT 	
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or with equivalent professional and/or managerial qualification 	<ul style="list-style-type: none"> • Evidence of an accounting qualification such as ACA, ACCA, CIMA, along with a current membership to the governing body. • Evidence of a Personnel and Development qualification such as CIPD (Level 7 ideally), along with a current membership to the governing body.
Personal Attributes	<ul style="list-style-type: none"> • Robust, decisive, confident, courageous • Outgoing and approachable, with strong personal energy levels, stamina and resilience • Ability to co-manage the Organisation with the other Co-Director, through effective information sharing and management 	
Other	<ul style="list-style-type: none"> • A willingness to work flexibly including the occasional evening and weekend to meet the needs of the Organisation • A willingness to undergo a DBS check in order to work for halow 	<ul style="list-style-type: none"> • A driving licence and access to a vehicle which can be used for business purposes with valid business insurance/cover • A willingness to transport young people under halow project's care