

**Title of Post: HEAD OF CORPORATE SERVICES**

**Responsible to: Chief Executive Officer**

**Location: Unit 36 Townsend Street, Belfast, BT13 2ES**

**Salary:**  Starting £44711.

# PURPOSE OF THE JOB

* The Head of Corporate Services is responsible for all the internal operations of the organisation, to support the safe, effective and sustainable delivery of the charity’s strategy.

* The Head of Corporate Services provides strategic leadership in developing and managing best practice in governance, finance, human resources, risk, legal, policy, compliance, administration, IT and facilities management functions.

* The Head of Corporate Services plays a strategic role in the Senior Leadership Team. Reporting to the Chief Executive, they work in close collaboration with other members of the Senior Leadership Team and Service Managers as well as with all staff within their team and across the organisation.

* The Head of Corporate Services demonstrates the charity’s core values in all aspects of carrying out the role.

**PRINCIPAL ACCOUNTABILITIES**

# Governance

* To ensure strong corporate and charity governance arrangements are in place, adhering to all charity and corporate law requirements and the governing documents of the charity.

* To fulfil the role of Company Secretary and lead on the delivery of all governance policies and processes.

* To lead, develop and maintain effective governance to enable scrutiny and good strategic oversight, through organising Board meetings, Committees, Special Board meetings, Annual General Meeting, Annual Report, servicing the Board and providing Board and Committee support.

* To support the Chief Executive and Chair on Trustee training, development and appraisal.

# Finance

* To direct the finance function, maintaining effective accounting controls and records, to minimise the risk of fraud and ensuring regulatory compliance.

* To oversee the preparation of annual budgets, management accounting, budgeting, cash flow and reporting to external funders.
* To ensure adequate insurance levels are in place.
* To prepare reports for the Finance & Audit committee and Board of Trustees as required.

* To oversee relationships with the bank, external funders and with external auditors to deliver the annual accounts to schedule, prepared in accordance with all accounting standards and practice.

* To oversee procurement and the management of all agreements and contracts with suppliers to ensure services are delivered to agreed standard, time and budget and reviewed to ensure value for money.

* To keep abreast of financial developments across the charity sector.

# Human Resources

* To oversee the HR function within the organisation, with specialist advice and support provided by HR consultants on complex HR issues, to ensure the charity is legally compliant and operates good HR practice and standards

* To ensure staff adherence to HR policies and procedures.
* To ensure the recruitment and development strategy supports a trauma informed approach.
* To oversee the delivery and record keeping for induction, training and continued professional development of staff.

# Risk

* To lead strategic risk management working with colleagues to identify and monitor organisational risks and act upon these as required.

* To ensure the risk register is up to date and that risk actions are recorded and followed up.

* To ensure staff understand their responsibilities in managing and mitigating risk at all levels.

# Compliance

* To lead and manage the organisation’s corporate and legal responsibilities including with the Charity Commission, Companies House and statutory obligations.

* To oversee the regular review of organisational policies in keeping with best practice and ensure they are communicated to staff.

* To ensure that effective internal controls are in place to monitor compliance across policies, procedures and systems.

* To oversee the implementation of the organisation’s complaints policy.

# Digital Strategy and IT

* To oversee Cyber Essentials compliance and effective use of technology across the organisation.

* To oversee the effectiveness of IT maintenance, renewal cycle and compliance with GDPR.

# Resources

* To ensure the delivery of an effective resource strategy that meets the needs of the organisation’s strategic plan.

* To ensure all facilities are maintained to a good standard.

* To ensure there is appropriate furniture, equipment, and consumables.

# Staff Management

* To lead and manage all corporate services support staff.

* To develop the skill, competence, and capacity within the corporate services roles.

# Other

* To support the Chief Executive as required.

* To provide timely, high-quality reports for Trustees as required.

* To contribute to the development and delivery of the strategic plan.

* To deputise for the CEO when required.

* To undertake personal skills development through review and appraisal, attending relevant training courses and keeping informed of developments and trends in corporate services.

* To carry out any additional duties commensurate with the role as reasonably required by the CEO.

# PERSON SPECIFICATION

##

Please use the job application form to demonstrate your experience and positive achievement in the following:

## Experience

1. Minimum of three years demonstrable senior management experience in corporate services including responsibility for governance, finance, HR, IT and H&S/risk management.

1. Minimum of three years’ experience of financial management responsibility both in terms of complex budget setting, financial policies and procedures and financial control.
2. Minimum of three years’ experience of HR management including the development and implementation of policies and procedures.
3. Demonstrable experience of understanding of Health & Safety and management of risk in challenging environments.

## Skills and Ability

1. Demonstrable leadership skills working collaboratively within a senior team.

1. Ability to lead, motivate and delegate effectively across corporate service functions.

1. Ability to communicate effectively both verbally and in writing.

1. Ability to liaise and negotiate, both internally and externally at a variety of levels, and to represent the work of the Welcome Organisation to outside bodies.

1. Ability to lead business planning in the formulation and implementation of the Organisation’s policies, procedures and long-term operational plans.

## Knowledge

1. Degree level management, accounting, HR qualification or other relevant professional qualification.

1. A sound understanding of charity governance and accounting, employment law, digital security, health & safety/managing risk and legal compliance.

1. Knowledge of relevant legislation and strategies.

1. An understanding of current issues relating to the community/voluntary sector and homelessness.

## Personal Qualities

14 An understanding of and commitment to equal opportunities and the will to promote these within the Organisation.

1. A commitment to promoting organisational values.

**Outline of Terms and Conditions**

## 1. Salary

Salary for this post is negotiable and subject to funding. All salaries are reviewed annually and paid four weekly. The salary starting at £44711.

1. **Hours**

37.5 hours per week. Flexi time is available and one day per week working from home.

1. **Contract**

 Permanent

1. **Pension Scheme**

 Allocated

1. **Annual Leave**

26 days per annum (plus statutory holidays).

## 6. Probationary Period

All new staff are subject to a probationary period, which is six months for permanent staff.

## 7. Supervision and Annual Appraisal

Supervisions and Annual Appraisals will be conducted regularly by the CEO of the Welcome Organisation

## 8. No Smoking

We have a policy of No Smoking at this workplace (except limited designated areas), which you are required to respect.

## 9. Protection of Vulnerable Adults

As the post involves working with vulnerable service users the successful candidate will be subject *Rehabilitation of Offenders (Northern Ireland) Order 1978 (Exceptions Order 1979)*

As the Organisation delivers services to vulnerable people, we have a duty to protect the people we work with, therefore all paid and unpaid roles are exempt from the *Rehabilitation of Offenders (Northern Ireland) Order 1978*.

All convictions both spent and unspent must be disclosed.

All applicants are subject to Access NI checks.