



Director of  
Finance

# Welcome

Thank you very much for your interest in becoming our Director of Finance.

At United Response, we are proud of our role in enabling adults and young people with learning disabilities or mental health needs to live independent lives. Founded in 1973 with just one service in West Sussex, we have been growing our reach and providing support for 47 years. We now support around 2,500 people, work in over 400 locations across England and Wales and employ over 3,500 staff. As well as providing support, we run campaigns to raise awareness and to lobby for change on key issues, run fundraising appeals and events, and provide guidance and information via our website, as well as through various publications.

We are recognised for our person-centred practice and values-based support for people with profound and complex physical, learning disabilities and/or mental health needs and their families. Our mission is to ensure that people with disabilities and people with mental health conditions have the opportunity to live their lives to the full.

As our new Director of Finance, you will play a key role in helping United Response deliver on this mission. Providing financial leadership and strategic advice to the CEO, the wider Directors Team and Board of Trustees, you will ensure that United Response has the support it needs to successfully move through its next phase of development and to plan for the future. With responsibility for financial management, enhancing business performance, housing, company secretarial, contracts, and procurement you will work closely with Director colleagues to ensure we support front-line staff to deliver excellent results.

We are looking for a strategic, commercially minded and senior finance professional, who brings the depth of experience to help drive innovation across the organisation to ensure we are financially sound for the future. We want to invest more into our systems over the coming years, and continue to develop our best people, and would like an individual who can demonstrate successful leadership in these areas.

You will be a creative thinker and outward facing leader who understands how this role is critical in supporting and enabling the organisation's strategic plan. As adept with people as you are with numbers, you will bring the skills to motivate, develop and lead a multidisciplinary team during a time of change and to influence across a national organisation. Whatever your sector background, you will value the role that United Response plays now and the impact of our work on the lives of those we support.

If you believe you have the experience, skills and qualities we are looking for, we very much look forward to hearing from you.

**Tim Cooper**  
**Chief Executive**





# About United Response

## **Our mission**

Our mission is to ensure that individuals with learning disabilities, mental or physical support needs have the opportunity to live their lives to the full.

## **Our vision**

Our vision for services is one of networks of support for individuals, rooted in local communities, backed by the resources and capabilities of a national organisation. We seek to achieve a 'double bottom line' of strong social outcomes delivered in a financially sustainable way.

## **Our values**

We have five values that underpin our approach. We aim to be: Creative, Strong, Honest, Responsive and United in all that we do. Members of the senior leadership team provide visible role-modelling of these values for colleagues across United Response.

You can find out more about United Response by visiting [www.unitedresponse.org.uk](http://www.unitedresponse.org.uk)





# Role description

<b>Reports to</b>	Director of Finance
<b>Key relationships</b>	Chief Executive, Directors' Team, Board of Trustees
<b>Team size</b>	Circa 35 across Business Finance, Financial Operations, Housing Management, Contracts and Procurement

## Corporate Accountabilities of the Directors' Team

- Ensure that we deliver good quality, financially sustainable services;
- Contribute positively and creatively to the development of corporate strategy, plans and policy at Board and Leadership Team levels;
- Enable people we support to remain safe and well and to achieve their personal goals;
- Promote the values of United Response and its commitment to equality and diversity, specifically enabling disabled people to realise their potential as individuals;
- Develop and promote a positive organisational culture that ensures our values are central to all that we do.



# Role profile

## Specific Accountabilities of the Role

- You will ensure that United Response's Strategy is translated into practical, affordable and achievable financial plans, that enable colleagues to deliver good outcomes for people we support.
- To be United Response's Director of Financial , being accountable for the effectiveness, value for money and reporting of all financial resources, providing assurance to the Chief Executive and Trustees on all financial matters and enabling them to fulfil their financial accountability for the organisation.
- To be Company Secretary for United Response's and its subsidiaries, ensuring that all company law and Charity Commission, CQC Market Oversight regulations are fulfilled and reporting/filing obligations met.
- Lead and direct the strategic and general management of all finance areas, as well as Business/ Commercial Performance, Housing, Company Secretarial & Contract Management and Procurement.
- Lead the effective development and implementation of financial strategy on behalf of the senior leadership team.
- Leadership of all financial management including the systems of financial planning, management, control and reporting to ensure the sound management of our resources and to support the development of a performance management culture.
- Provide commercial leadership to managers across the organisation to enable them to understand their responsibility for the organisation's finances, to equip them to negotiate cost effective contracts and manage positive cash flows.
- Ensure operational managers are supported to improve the business performance of their services, overseeing 'turnaround' plans as required.
- Lead and oversee appropriate support to the Finance & Resources and Audit & Risk Committees, working closely with their Chairs.
- Lead on the development and management of an effective Treasury Management and investment strategy in conjunction with the Finance & Resources Committee to ensure our assets are managed prudently in accordance with best practice and regulations.
- Establish the highest standards for financial control across the charity to ensure that processes are designed to minimise fraud, accounting records are complete and accurate and that we meet our statutory obligations.
- Understand the changing business environment within which United Response operates and develop strategies to ensure we manage our financial resources effectively.
- Lead our housing services, ensuring that housing management, asset management, landlord health & safety and development functions are effectively delivered.
- Lead on risk management ensuring that appropriate insurance arrangements are maintained.
- Maintain the organisational Risk Register, ensure this is updated, not less than quarterly.
- Ensure that our systems of internal financial control are robust and appropriate to need, providing assurance to Directors and Trustees.
- Oversee contracts entered into by United Response, ensuring that we maintain an up to date contracts register.
- Provide advice to operational colleagues on pricing and budgets and other issues relating to tenders and new business.
- Take the lead in financial evaluation of any bids for investment in new housing and other capital expenditure.
- Plan and lead the preparation of the statutory accounts and its subsidiaries and manage the external audit process.
- Oversee management of the pension scheme's administration.



# Mutual flexibilities

United Response is committed to supporting colleagues achieve a positive work-life balance and to supporting employee wellbeing.

We will discuss with you any reasonable adaptations you may require because of disability or long-term health conditions and/or family and caring responsibilities you may have.

We may ask you to undertake other reasonable duties commensurate with the general level of responsibility of the post.

The work that you undertake may change over the course of time and United Response reserves the right to change, add to and or remove responsibilities to the role.

The work that you undertake may require you to spend time away from home and work from other locations. As a Director level post the hours for the role are commensurate with achieving the activity and this may vary from week to week.



# Person specification

In your application for this appointment, please reply directly to the Knowledge and Experience criteria outlined below. The criteria set out under Skills and Leadership Style and Behaviours will be explored at interview with selected candidates.

## Knowledge and Experience

- Strong track record of successful financial management within a similarly complex organisation, supported by a professional accounting qualification.
- Experience of operating at Board level with a diverse range of internal and external stakeholders, and of developing and sustaining professional partnerships.
- A track record of creating a 'business performance' culture and leading continuous performance improvements, including championing investment in new systems.
- Demonstrated experience of developing a high performing team and integrating finance at all levels within a business to deliver a culture of commerciality and accountability.
- Understanding of how to deliver social purpose in a commercial manner, good business and financial planning skills and proven track record in delivering against financial targets and managing business risk.

## Desirable

- Experience of working within the Charity and/or Social Housing sector(s).
- Knowledge of the social care sector and local authority commissioning environment.

## Skills and Leadership Style

We will be looking for evidence that you:

- Can describe what your commitment to the aims, values and goals of United Response looks like in practice.
- Have integrity and display courage in tricky situations.
- Know how to drive commercial performance in delivering social outcomes.
- Are a team player, with an ability to collaborate effectively in decision making and implementation, adding value to the wider leadership of the organisation.
- Able to motivate and inspire staff across the organisation, can evidence how you lead, manage, motivate and develop professional and multi-disciplinary teams.
- Deploy strong emotional intelligence and how you develop high levels of engagement with your teams and can give examples of how you have inspired people with your vision for the future.
- Carry credibility equally with trustees, senior colleagues and frontline staff.
- Are articulate, able to transform complex and often technical subjects into clear messages, and with strong presentation skills, able to create concise yet robust business cases.
- Promote collaborative working by building relationships with colleagues and you manage the business not the division.





# Terms of appointment

<b>Salary</b>	This role attracts a competitive package. Starting salary will be dependent on experience
<b>Location</b>	From June 2020, United Response will be based at Knolly's House, East Croydon, where this role will be based
<b>Pension</b>	Contributory pension scheme (employer contribution up to 3%)
<b>Annual leave</b>	33 days annual leave inclusive of bank holidays rising to 35 after 3 years and 38 after 5 years

Employees also have access to our Benenden Healthcare service and to our Care First counselling, physiotherapy, occupational health and advice services.

You will also be entitled to; Fully paid training and access to qualifications to continue your professional development. Interest free loans for travel costs, including season tickets and our cycle to work scheme. Access to an online shopping platform with discounts from over 3,500 retailers.

## How to apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact [Katy.Giddens@starfishsearch.com](mailto:Katy.Giddens@starfishsearch.com) and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/united-response-director-finance/> and click on the apply now button, with the following prepared:

- your CV (no more than three sides)
- a supporting statement that sets out why you think this role is the right move for you and how you meet the Knowledge and Experience criteria.
- we would be grateful if you would also tell us your current salary details (we do not disclose this to our clients without your consent).

<b>Closing date</b>	<b>Monday 16th March 2020</b>
<b>First round interviews</b>	<b>w/c 30th March and 6th April 2020</b>
<b>Agreement of the final shortlist</b>	<b>End of w/c 13th April 2020</b>
<b>References taken up for shortlisted candidates</b>	<b>To follow shortlist</b>
<b>Interviews with United Response</b>	<b>End w/c 20th April 2020</b>



