



# WELCOME

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Dear Applicant

Thank you for your interest in becoming the next Director of Finance and Operations at St George's Hospital Charity.



St George's University Hospitals NHS Foundation Trust is one of the best-known hospitals in Britain and the star of '24 Hours in A&E'. It is also one of the country's largest teaching hospitals, sharing its site with St George's, University of London. The Trust treats over half a million patients every year, with an international reputation for quality of care and innovative research-led treatment across a wide range of specialisms. The Trust has 9,000 staff who look after 1.3 m people in widely diverse communities across South West London and beyond.

As a local resident, it's also my hospital, embedded in the community. A place where my family and I have received wonderful care and support at all stages of our lives. The Trust and its staff are immensely important to our community and beyond.

The charity raises funds and give grants to improve facilities, provide equipment, enable ground-breaking research and fund an active, patient related arts programme as well as supporting Trust staff.

Every day our work makes a real difference to patients, their families and friends and the staff who care for them. In the last year, more than 50,000 people have benefited from the work of the charity.

During the pandemic, the charity's annual fund raising doubled from c£2m to £4m reflecting the huge support in the community for the TruSt In 2022, we launched our largest ever appeal 'Time for a Change' aimed at raising funds for children's services. Our aim is to raise £5m to increase the number of beds in the Paediatric Intensive Care Unit (from six to ten) and refurbish and transform the children's wards.

Having supported our Trust and communities through the worst of the Covid-19 pandemic, we are now witnessing those same communities confronted with significant ongoing challenges including unprecedented demand for NHS services, pressure on front-line staff, resource constraints and challenging economic conditions. Despite the current challenges, we continue to work hard to expand our fundraising and increase our impact, working hand-in-hand with the people and communities affected by these pressures. The NHS needs our support more now than ever.

2024 marks a critical point of review for St George's Hospital Charity, with established foundations upon which to build, and a bright future ahead. We're now seeking a Director of Finance and Operations to take overall responsibility for the financial management and operations of St George's Hospital Charity.

This is a role for a strong team player who is able to balance being both hands on and strategic, leading our drive for strong financial and operational development of the charity. Already a well-respected senior finance professional, with an eye for detail, strong systems experience, as well as outstanding interpersonal and influencing skills, you will welcome the chance to engage with all aspects of our organisation, from day-to-day financial control, to ensuring we're a great place to work, to leading on larger operational projects.

You will have the confidence and ability to communicate effectively across a busy senior management team, our Board, and our stakeholders and communities, and you will help us running the organisation efficiently and professionally. Above all, you will share our passion for what we do and all we are.

If you have the skills and experience we need, we very much look forward to hearing from you.

**Sarah Wilton**  
Honorary Treasurer and Chair of the Finance Committee

# WHO WE ARE

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We are the official charity for St George's University Hospitals NHS Foundation Trust. The Trust encompasses St George's Hospital in Tooting, Queen Mary's Hospital in Roehampton, and a range of community services in the local area.

The Trust serves a population of 1.3 million across South West London. A large number of services, such as cardiothoracic medicine and surgery, neurosciences and renal transplantation, also cover significant populations from Surrey and Sussex, totalling around 3.5 million people.

St George's is also one of the country's principal teaching hospitals. St George's, University of London, which is co-located with the Trust, trains a wide range of healthcare professionals from across the region and undertakes advanced medical research, bringing benefits to patients locally, nationally and internationally.

The Trust is part of the St George's, Epsom and St Helier University Hospitals and Health Group (GESH) which was created in 2021. Epsom and St Helier and St George's are two separate trusts but with one executive team enabling them to work closely together and build strong foundations.

# WHAT WE DO

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We work in partnership with the Trust, St George's, University of London and our local community to fund major improvements to hospital facilities, research and medical equipment, schemes that make a real difference to the experience of patients, families and staff, as well as projects within the community that support the reduction of health inequalities and preventable hospital admissions.

Underpinning all our activity is our organisational commitment to deliver better care and healthier lives and our determination to put patients first, be collaborative, to listen, make an impact and be responsive.

We encourage the highest quality of healthcare services at St George's and Queen Mary's Hospitals by raising awareness, raising funds and making grants available for initiatives and programmes which support and supplement the work of the Trust, making a real difference to patients and staff.

We raise funds through a variety of ways, including from trust and foundations, corporates, the public and a range of events.

Through our Arts programme, we create opportunities for patients, families, staff and the wider community to engage in creative activities and enjoy cultural experiences, helping improve the experience of being in hospital.

We award grants from Special Purpose (Restricted and Designated) Funds and from General Funds. Grants are typically divided into two types: capital grants - which are given to support a single project or acquisition and are generally larger in size; and non-capital grants, including research projects.

# FURTHER INFORMATION

For further information about what we do, visit <https://www.stgeorghospitalcharity.org.uk/>

To view our annual report, visit [reports and financial statements](#)

To find out more about St George's University Hospitals NHS Foundation Trust, visit <https://www.stgeorges.nhs.uk/>

# THE ROLE

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## SUMMARY

The Director of Finance and Operations will be a member of the Senior Leadership Team (SLT) responsible for the efficient and compliant operations of St George's Hospital Charity in pursuit of its charitable objectives, including the management of Finance, HR, IT and Governance functions.

They will help support organisational growth and the management of associated opportunities and risks. They will be responsible for ensuring that the Charity has a clear and fit-for-purpose operating model, financial plan, governance structure, and appropriate supporting policies, procedures and systems, ensuring that these are communicated and implemented effectively both internally and externally.

## KEY RESPONSIBILITIES

### Strategy

- Contribute to the strategy and direction of the organisation as a member of the Senior Leadership Team.
- Lead the organisation's operational and financial planning processes, including resources, ensuring alignment with wider organisational strategy, and that accountability mechanisms are in place.
- Provide strategic direction to the Chief Executive and the Board on financial performance and projections, underpinned by strong analysis of costs, grants and revenue.
- Proactively manage corporate risk across operations and in legal and regulatory areas.

### Financial planning, management and reporting

- Engage the organisation in annual financial planning and budgeting processes which achieve alignment and clarity over priorities, resource allocation and accountability.
- Establish and maintain effective financial processes, policies and controls, in line with the Charities SORP.
- Design and supervise the provision of timely and insightful management information and reporting and forecasting tools for effective financial decision making. Develop, analyse and interpret financial reports and forecasts for the Chief Executive and Board.
- Manage financial risks by monitoring investments, cashflows and budgets.
- Lead the annual audit process and actions arising.

### Governance and legal

- Oversee the Company Secretarial function, managing Board administration and Companies House submissions.
- Oversee mechanisms to ensure organisational compliance with relevant regulations and law, including data protection and health and safety.
- Manage communications and ensure compliance with the Charity Commission.
- Administer legal needs pertaining to letters of agreement, contracts, leases, and other legal documents and agreements, including employee-related legal documents.
- Manage and negotiate third party contracts including grant agreements, supplier contracts, leases and employee contracts.

### HR

- Oversee all HR functions, including recruitment in the growing organisation, employee benefits, policies and the handling of any employment issues.
- Work with SLT to create a strong, positive cross-functional team culture where employees thrive and excel and which maintains and continues to build our focus on equality and diversity.
- Responsible for ensuring compliance with all UK employment laws.
- Line management of Finance and HR staff and Company Secretary and additional staff members, as recruited.

## Operational management

- Ensure that policies, processes and systems are fit-for-purpose and aid the organisation's growth in line with its strategy and objectives, and with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care.
- Develop benchmarking and performance tracking systems for all operational aspects of the organisation.
- Manage all external support including, IT and all professional services including legal, accountancy and audit. As the organisation develops, explore alternative operating models including changing the mix of outsourcing and insourcing of activities.
- Directly manage the Finance and Operations department budget.

## IT and information systems

- Select and manage all IT systems used including systems for grant management, finances, HR, expenses, and office management. Ensure they are effective, secure, and up to date.
- Manage the information flows and data integrity critical to the organisation's operation, including document storage and data management.
- Ensure adequate quality checks and internal controls of information systems.

## Provide financial support to fundraising, arts programmes and grant-making

- Provide financial support and analysis to the Fundraising Team.
- Support the Grants and Art Teams to develop effective grant proposals, by providing commercial insights, ensuring that grant proposals meet appropriate financial standards and completing due diligence.
- Support the review of financial reports submitted by grantees and, if necessary, carry out audits of grantee financial expenditure and/or internal controls.

## Relationship management

- Build and manage relationships with peers from key stakeholders including St George's University Hospitals NHS Foundation Trust and other NHS Charities.
- Liaise with trustees and committee chairs including the Honorary Treasurer.
- Lead financial reporting to donors and ensure grant payments are received on schedule.
- Manage relationships with key advisors such as the auditors and investment managers.



# PERSON SPECIFICATION

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In your application, please refer to Part One of the Person Specification set out below. Part Two will be explored at first and second stage interview for selected candidates.

## PART ONE

### QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

The successful candidate will demonstrate the majority of the following:

- Relevant accountancy qualification(s).
- Broad strategic leadership experience which could have been gained in a variety of sectors, managing operations in complex, multi-stakeholder settings.
- Proven experience of senior financial leadership
- Experience managing legal contracts and support arrangements.
- Experience of grant-making.
- Exposure to, and engagement with, governance bodies and Boards.
- Experience across a range of operational functions, including human resources, governance, IT and systems.
- Experience of leading in organisations working within the health or social care sectors.

## PART TWO

### SKILLS, ABILITIES AND QUALITIES

- Self-starter, with resilience and interpersonal flexibility.
- Gravitas to challenge and hold colleagues to account in respect of performance against our ambitions/ goals.
- Comfortable working at pace in a growth environment.
- Results-focused and driven. An innovative thinker, able to adopt a commercial mindset, who is pragmatic and solution orientated. Comfortable operating both tactically as well as strategically.
- Highly developed finance and analytical skills, and the ability to communicate to a variety of audiences.
- A commitment to continuous innovation and creativity. An individual who actively seeks to challenge the status quo in a constructive manner and identifies opportunities to implement value added changes.
- Enjoys working with diversity of experience, helping people learn, and being keen to learn yourself from the experience of the team and the communities we serve; and
- Personal commitment to better care and healthier lives and is passionate about achieving this in partnership with the Trust and the communities St George's Hospital Charity work with.
- The ability to manage conflicting priorities and to handle a high degree of ambiguity when devising potential approaches.
- Flexible and adaptive to reflect different granting and social impact challenges.
- Excellent written and oral communication skills. Ability to speak and write articulately and gain credibility with a variety of audiences.

# TERMS OF APPOINTMENT

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## RENUMERATION

Up to £85,000 per annum. Starting salary will be dependent on experience.

## LOCATION

St George's Hospital Charity, 2nd Floor, Blackshaw Annex, Blackshaw Road, London SW17 0QT

## REWARDS AND BENEFITS

For details of our employee benefits see [here](#)

# HOW TO APPLY

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We hope you will consider making an application to become our Director of Finance and Operations. To make an application, please go to <https://starfishsearch.com/jobs/sghc-dfo/> and click on the apply now button, with the following prepared

- a CV (no more than three sides) or equivalent biographical information
- a covering letter (no more than two sides) that responds directly to Part One of the Person Specification.
- please tell us if there are any dates during the selection process (outlined below) when you would not be available to participate.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

**Closing date** Friday 6th October 2023

## SELECTION TIMETABLE

**First stage discussions for selected candidates** week commencing 23rd and 30th October 2023

**Agreement of the final shortlist, and candidate notification** Thursday 16th November 2023

**Final stage interviews for selected candidates** week commencing 27th November 2023