



# **RECRUITMENT PACK**

## **DIRECTOR OF CORPORATE SERVICES AND FINANCE**



# WELCOME

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Dear Applicant

Thank you for your interest in joining NHS Providers.

NHS Providers is the membership organisation for the NHS hospital, mental health, community and ambulance services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high-quality, patient-focused care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate. We have all trusts in England in voluntary membership, collectively accounting for £115bn of annual expenditure and employing 1.4 million people.

As a busy, high-performing team, our defining purpose is supporting our members. We do this through bringing about improvement and enhancing influence: we offer the sector a strong voice in policymaking and government, and we work with their boards to help them navigate the complex times we live and work in. Having grown our organisation significantly in last few years, we are now aiming to be an exemplar in our field with strong and connected corporate services that truly support our priorities. Empowering our senior managers to make their own decisions in a larger organisation also means we need high quality support around strategic and business planning, and the right management information to see our way ahead.

We are looking for a talented and collegiate Director of Corporate Services and Finance to play a pivotal role in developing our Corporate Services directorate, including working with our partners who are modernising our accounting systems. Following a period of review, this is a substantial opportunity to implement a number of changes that are now needed to revitalise and strengthen our corporate support. With responsibility for a cross-organisational budget of £10m, a personal budget of £2m and a team of up to 30 colleagues, you will also be an integral member of our Executive Management Team (EMT), sharing collective responsibility for running a 100-strong organisation.

We're looking for someone with a relevant professional qualification and deep corporate services experience. Insight into charitable organisations would be helpful, as our situation and the opportunities and challenges we face, may be familiar to you. But whatever sector you are from, you will have plenty of leadership flair, emotional intelligence and will be a natural collaborator and team player with warmth and curiosity. Crucially, you will know what the right infrastructure and corporate support looks like for an organisation like ours, and how it can help us all stay truly influential on behalf of those we serve.

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



**Sir Julian Hartley**  
Chief Executive



**Saffron Cordery**  
Deputy Chief Executive

# OUR VALUES AND HOW WE WORK

## OUR VALUES

Our values are at the centre of who we are, what we do, and how we behave:



## HOW WE WORK

Our strategic triangle sets out how we work at NHS Providers.



To find out more about us please visit <https://nhsproviders.org/>

# OUR CORPORATE SERVICES DIRECTORATE

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Our Corporate Services directorate encompasses teams providing the following functions within the organisation: finance; business planning; organisational governance, legal compliance, and Executive Management Team (EMT) support; HR; IT and CRM; facilities management, and health and safety.

## PURPOSE OF THIS ROLE

This new director-level role will be responsible for providing leadership and direction to staff teams and ensuring the provision of high-quality functions within our Corporate Services directorate. The post-holder will take up this key position as we seek to finalise and implement changes to the directorate following a recent externally commissioned review of the organisation's corporate services functions. The post-holder will also work closely with the chief executive, deputy chief executive and director colleagues to support the implementation of the recommendations.

The post-holder will be a member of NHS Providers' EMT and senior management team (SMT). They will attend, and regularly present at, NHS Providers' bi-monthly formal board meetings and additional informal 'check-in' board meetings. The board itself comprises 20 trustees and a remunerated chair. There are three formal sub-committees of the board – a remuneration committee, and finance and general purposes committee and a board race equality advisory committee.

Additionally, the post-holder will be the lead accountable director for the FTN trading board (the organisation's trading arm that oversees NHS Providers' commercial activity). They will also act as the named director for the organisation's registration with Companies House and the Charity Commission and will be the nominated data protection officer (as required by the UK GDPR).

## NATURE AND SCOPE

As director of corporate services and finance, you will play a pivotal role in developing and strengthening our Corporate Services directorate.

You will be responsible for a cross-organisational budget of £10m and, within the directorate, a team of 25-30 staff and a budget of £2m, covering the following areas:

### FINANCIAL AND BUSINESS PLANNING FINANCIAL PERFORMANCE AND FORECASTING

- Financial strategy and medium-term planning
- Management of any externally hosted services
- Cash flow, payment to suppliers and staff; and receipt of income
- Lead the business planning process

### ORGANISATIONAL GOVERNANCE, LEGAL COMPLIANCE AND EMT SUPPORT

- Organisational and legal compliance functions
- Recommendations for the future of the governance function
- Administrative support for the board of trustees and chair, chief executive, deputy chief executive and directors.

### HR

- Delivery of a comprehensive HR service through the delivery of an HR/OD Strategy
- High-quality operational delivery of core services
- Necessary legal/compliance and reporting

### IT AND CRM (INCLUDING WEBSITE)

- Strategic leadership of all aspects of NHS Providers' IT function – including IT systems and organisational IT strategy, information governance and the IT cyber security audit
- Delivery of the CRM elements of our website development project (in conjunction with internal and external stakeholders)

### FACILITIES MANAGEMENT (INCLUDING HEALTH AND SAFETY)

- Oversight of externally contracted cleaning, building maintenance, environmental services, and security
- Health and safety management

As an integral member of EMT, the post-holder will also share collective responsibility for leading an organisation of over 100 staff, which has grown rapidly over the last three years. This will include ensuring we continue to operate in an integrated way across our Policy, Communications, and Development and Engagement directorates to deliver the greatest impact for members and overseeing the significant strengthening of our corporate support functions.

# ROLE DESCRIPTION

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**Job Title** Director of Corporate Services and Finance

**Reports to** Chief Executive

**Accountable for** Direct reports leading across HR, Finance, Governance and Executive Support, IT/CRM.

## MAIN ACCOUNTABILITIES

### STRATEGIC FINANCE AND PLANNING

- Act as the organisation's formal finance director, and Accounting Officer, and provide strategic leadership of all aspects of our finance function.
- Manage the relationship with key external finance and legal advisers.
- Provide financial advice to the board, committees, chief executive, and EMT.
- Lead planning, financial forecasting and modelling, budget-setting, spending and revenue reporting; lead the business planning process.
- Ensure that all statutory regulations and requirements are met.
- Ensure that an appropriate financial strategy, policy, and procedure framework is implemented and maintained.
- Ensure that an adequate system of internal controls for payroll and pensions is maintained.

### IT & CRM

- Lead the development of a cohesive IT strategy and relevant systems.
- Take a lead in the internal audit of information governance and IT cyber security and ensure that the organisation complies with current data protection legislation.
- Provide strategic leadership to NHS Providers' IT function including outsourced networks.

### HR

- Develop and ensure the delivery of a strategic workforce strategy.
- Ensure that resources are allocated to the development and implementation of an HR strategy that supports organisational improvement.
- Ensure that the Organisational and Leadership Development Programme receives adequate support.
- Evaluate all HR systems (PeopleHR).
- Establish external mentoring and other professional and personal development opportunities for managers and directors.
- Lead the ongoing review of the Terms of Reference (ToR) for EMT and SMT.

## GENERAL MANAGEMENT

- Work in close collaboration with EMT colleagues (chief executive, deputy chief executive, and directors) to contribute to the organisation's strategic planning processes.
- Provide leadership and direction to the Corporate Services directorate, managing line reports to deliver on budgets, performance goals, and expectations.
- Continuously develop and improve the Directorate's systems, policies, procedures, and processes.
- Ensure that any external partner services are delivered effectively.
- Ensure that the chair and EMT are supported effectively by the relevant support staff.

## GOVERNANCE

- Attend and regularly present to NHS Providers' bi-monthly board meetings.
- Ensure that the Board is appropriately constituted, that new Board members receive a robust and timely induction to the organisation, and that the Chair, Board and its sub-committees are supported effectively.
- Hold overall responsibility for the Scheme of Delegated Authority.
- As the lead accountable director for FTN Trading (and as a director on the board), oversee all matters relating to that board's governance.
- Support the Chief Executive on matters including the future of the governance function and the organisation's risk register, and oversee all internal governance matters.
- Establish an appropriate controls framework including internal audit.

# 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 interview for selected candidates

## PART ONE

### KNOWLEDGE AND EXPERIENCE

- An appropriate professional qualification.
- Strong senior management experience gained within another organisation of comparable complexity and influence (experience gained within a charitable organisation would be useful although it is not essential).
- Track record of working as a member of an executive management team to provide high quality services, including leading, developing and building successful teams covering a broad range of corporate functions.
- Experience of effective project and change management and of shaping finance and IT functions to support broader organisational strategy.
- Experience of championing and applying the principles of equality, diversity, and inclusion.
- Broad general knowledge of corporate services and relevant legislation, to include finance and HR management, processes, systems, and best practice.

## PART TWO

### SKILLS AND ABILITIES

- Exceptional leadership and management skills with the ability to build and motivate a team and role model EMT behaviours.
- Highly effective communicator with strong interpersonal, influencing and relationship management skills.
- Sharp financial acumen and negotiation skills.
- Ability to manage, set and monitor performance targets for individuals and teams.
- Sound analytical and decision-making skills.
- Able to work under pressure, manage competing priorities and work in an agile way across multiple teams and support others to do the same.

## PART THREE

### PERSONAL ATTRIBUTES AND LEADERSHIP BEHAVIOURS

- An inclusive leader with a proven commitment to equality, diversity and inclusion, and who creates environments where all staff can thrive.
- Agile and creative problem solver who can make small budgets deliver real impact.
- Pragmatic and personally flexible style.
- Emotionally intelligent.
- High self-motivated with a driven and proactive approach.
- Personally committed to the purpose and mission of NHS Providers and the wider NHS, including our commitment to become an actively anti-racist organisation.

*The post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.*



# TERMS OF APPOINTMENT

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## REMUNERATION

This role attracts a salary of circa £100,000 per annum.

## LOCATION

NHS Providers' office is located in Victoria, London. We are working in a hybrid format, where staff work 5 days a week, with 1-3 days in the office. Staff can apply to work permanently at home, and this will be considered on a case-by-case basis, taking into account individual circumstances, the nature of the role and operational needs.

NHS Providers is supportive of flexible working and will give reasonable consideration to requests for reduced hours/part time working, compressed hours, staggered hours (early start/late finish etc), annualised hours, and job sharing.

## STAFF BENEFITS

We offer a wide range of benefits, including:

- 30 days' holiday (for director-level positions) plus two additional days off at Christmas
- Personal development training and memberships to professional bodies
- Study leave, help another leave day, service-related leave and the potential to purchase up to five days extra off per year
- Enhanced maternity and paternity leave pay
- Season ticket loan for travel
- Access to life insurance and dental plan
- Enhanced pension scheme
- Flu jabs
- Eye test
- Cycle-to-work scheme
- Health and wellbeing initiatives
- Access to the employee assistance programme, a confidential counselling service
- We also run social groups such as a 'social exercisers' WhatsApp group and a book club, as well as a number of staff groups to provide support and a safe space to discuss issues that matter to staff:
  - the race equality and cultural inclusion group
  - mental health group
  - LGBTQ+ group

## DIVERSITY

We're working hard to ensure that we are diverse and inclusive in all we do. This runs from how we gather, author and share the thought leadership that the organisation puts out to how we engage with our members and the wider public. It includes how we recruit staff and procure partners and services, through to how we give people opportunities to develop, grow and advance their careers.

We are committed to the development of positive policies to promote equal opportunities in employment, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, and maternity. This commitment will apply to recruitment and selection practices, learning, and development and internal promotions.

NHS Providers is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

# HOW TO APPLY

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We hope you will consider making an application to become our Director of Corporate Services and Finance at NHS Providers. To make an application, please go to <https://starfishsearch.com/jobs/nhsp-dcsf/> and click on the apply now button, with the following prepared:

- a CV (no more than three sides) or equivalent biographical information
- a short covering letter that explains your motivation and responds directly to Part One of the Person Specification
- please tell us if you are not available on any of the dates given for the selection process (outlined below).

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.

**The closing date is Friday 2nd February 2024.**

## SELECTION TIMETABLE

The closing date is Friday 2nd February. Following this, a review of all applications will take place.

Selected candidates will be invited to preliminary interview (virtual) with Starfish on or around 9th, 12th or 13th February 2024.

Agreement of the final shortlist is expected to be by Monday 19th February 2024.

Final panel interviews are expected to be held on Thursday 29th February or Friday 1st March 2024.

It is possible that shortlisted candidates, or preferred candidates (after interview) will be invited to meet stakeholders of the role prior to being offered the appointment. We will update candidates on all aspects of the process as we progress.