



# CANDIDATE PACK FOR **DIRECTOR OF FINANCE AND TRANSFORMATION**



# WELCOME

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Thank you for your interest in joining Walsingham Support as our new Director of Finance and Transformation. We're a registered charity with ambitious plans for the future. We specialise in high-quality support services that empower individuals with learning disabilities, autism, and other complex needs.

For over 38 years, Walsingham Support has been providing exceptional care and support to individuals with a range of needs. Today we support 342 people across 128 services in England and Wales, with a dedicated staff of 810. Our commitment to quality is demonstrated in our services, which are tailored to meet the unique needs of each individual we support.

We're currently focused on three key strategic objectives:

1. Delivering outstanding care and support
2. Being a great place to work
3. Becoming a financially sustainable organisation

You'll be joining us at a critical time. The social care sector faces significant challenges including recruitment difficulties, high staff turnover, and a funding model that allows for very narrow profit margins. We also have our own unique challenges, such as systems and processes that don't always meet our needs, and legacy issues from mergers and acquisitions.

We've made great progress with our ambitious transformation plan, but we're just at the beginning of our journey. We're looking to strengthen our foundations in quality, finance, operations, and culture, while evolving our services to meet the needs of future generations.

As Director of Finance and Transformation and a member of our Executive Leadership Team, you'll lead not only on financial management and planning but also drive our significant organisational change agenda. You'll lead teams across Finance and Information Technology, with oversight of Project Management.

We're seeking an experienced professional with a strong track record of delivering organisational growth and development. Working with a dedicated team, you'll be empowered to challenge the status quo, innovate, and deliver excellent financial performance. Our culture embraces challenge and creativity, with a willingness to try new approaches until we find what works best.

We're committed to increasing diversity in our leadership team and encourage applications regardless of race, colour, nationality, ethnic or national origins, sex, disability, sexual orientation, gender reassignment, marital or civil partner status, pregnancy or maternity, age or religion or belief. We encourage disabled candidates to apply under the Disability Confident Scheme.

If you're excited about this challenge and believe you can help us support more people with learning disabilities, autism, and other complex needs, I encourage you to apply. We look forward to hearing more about how you can contribute to our mission of making sure the people we support lead fulfilling and happy lives in their terms

**Holly Spiers**  
**CEO at Walsingham Support**

## ABOUT US

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Walsingham Support has been supporting individuals with learning disabilities, autism and complex needs across locations in England and Wales for over 38 years. We pride ourselves on putting people at the heart of what we do, enabling us to deliver truly person-centered support solutions that provide increased independence and improved quality of life. The Charity is led by an executive team who have succeeded in delivering plans over the last two years to ensure the organisation is financially sustainable while we drive transformation of the way we operate and deliver services. Social Care continues to evolve, and we want to be working at the leading edge of this, innovating and building services around the needs and choices of the people we support.

We recognise that to do this we need to develop our internal systems and processes and ensure that our teams are supported and enabled to innovate and be creative in the way services are delivered.

The Director of Finance and Transformation is central in helping us to deliver this as a member of the Executive Leadership Team, leading not only on Walsingham Support's financial management and planning but also driving the significant organisational change agenda that is embedded in the 5-year strategy.

You will be responsible for leading the teams across Finance, IT, Project Management & Change and Service Support. We are looking for an experienced Finance professional who has strong experience of delivering digital transformation and organisational growth and development in their previous roles.

As important as your technical skills and experience, your approach will be collaborative and inclusive, and your measure of success will be focused as much on the outcomes and impact for the people we support as the financial targets. We are a leadership team that embraces and leads change, and we do this by supporting our teams on the journey.

This is a role that offers a huge amount of scope and opportunities to have a real impact on the people we support and the success of the organisation. It comes with plenty of challenges and demands but the reward is the personal impact that you can have.

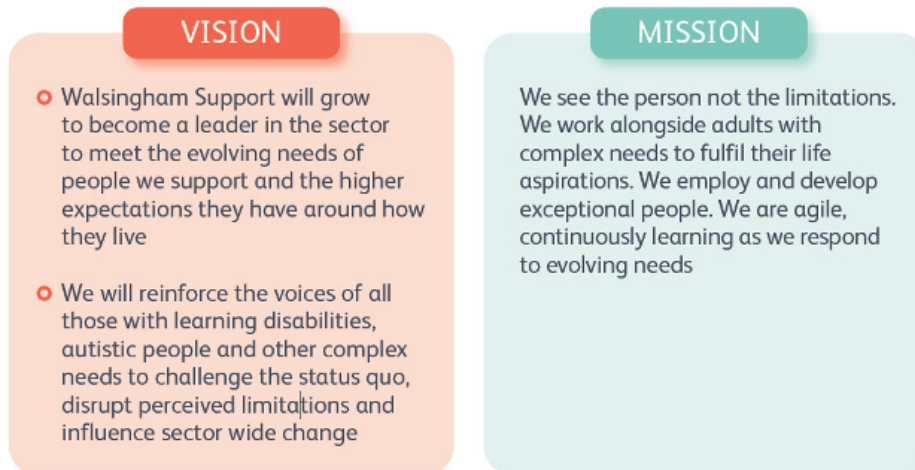
To see our most recent annual report, please click [here](#).



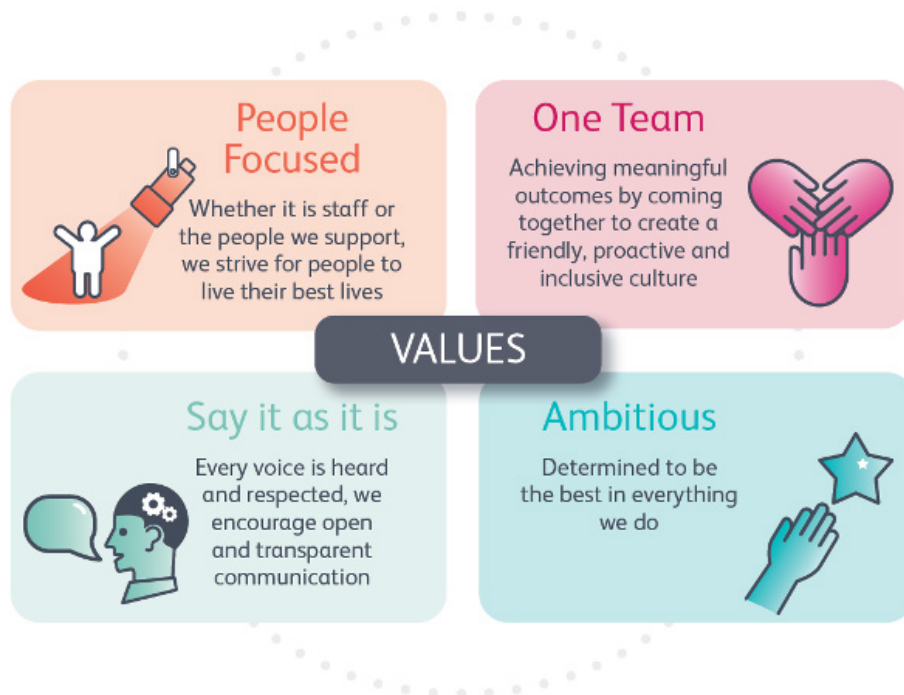
# VISION, MISSION AND VALUES

Our ambition is an equal and diverse society, in which individuals with disabilities are citizens in their own right and receive the necessary support to be happy and to reach their full potential.

Our Vision and Mission are:



Our success as an organisation has been built on the passionate and committed staff that become part of Walsingham Support. Our extraordinary people enable unique individuals to achieve their personal goals and are deeply committed to our values:



# OUR SERVICES

As an organisation, we aim to enable each individual to develop the abilities they need to move on to the next stage in their lives, all the while ensuring their support constantly evolves and adapts around them to meet their changing needs and goals.

We provide services across:

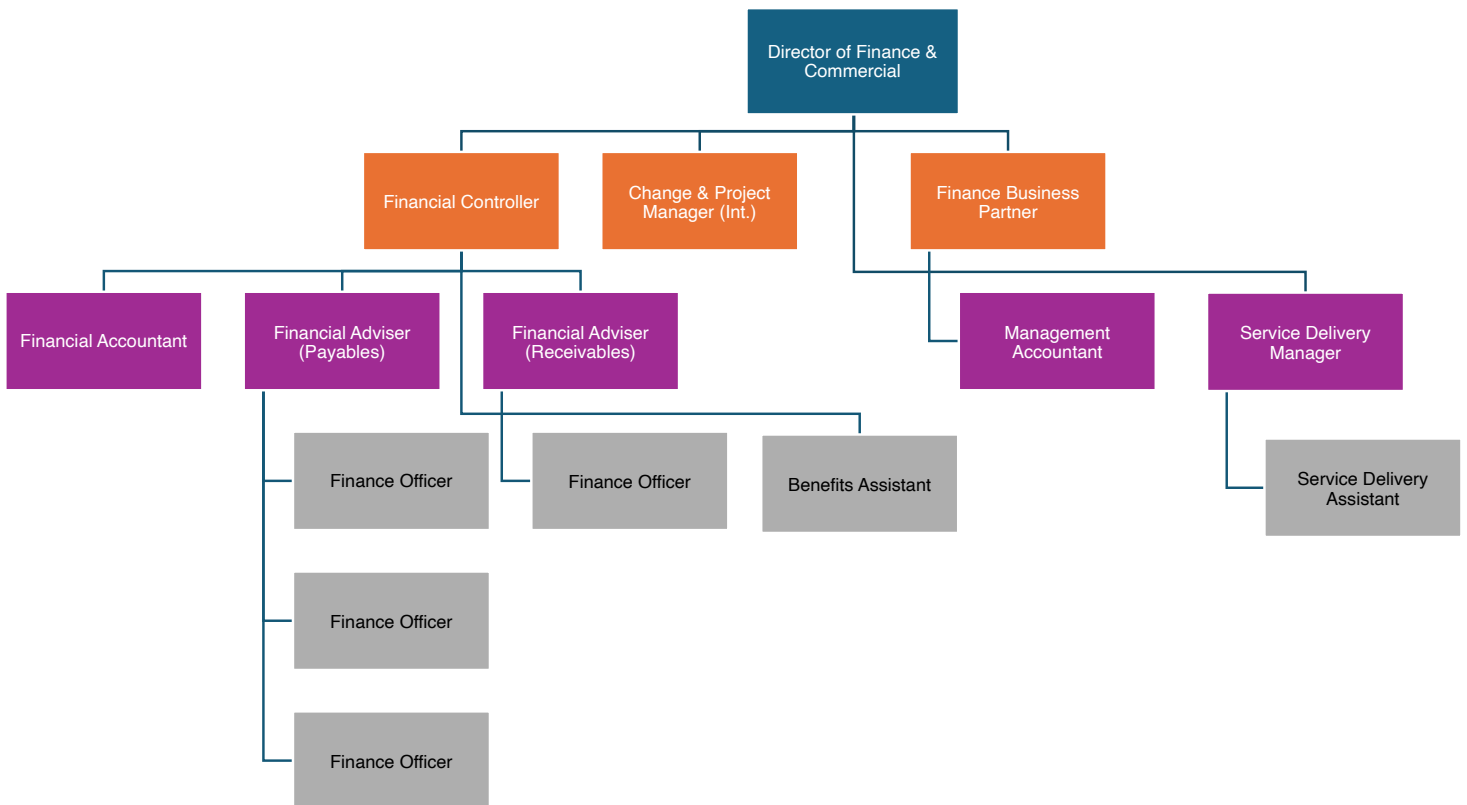
- Supported Living
- Residential Care
- Transition Support &
- Positive Behaviour Support

Our services are personalised, and our support is tailored to the needs of the individuals we support, designed to improve life skills, strengthen relationships and encourage personal choices.

We focus on nurturing equal opportunities for the individuals we support within the local community through community activities, education and skills development, volunteering and supported employment.

To learn more about our service offer, [please click on this link](#).

# ORGANISATION STRUCTURE



# JOB DESCRIPTION

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**Job title:** Director of Finance and Transformation

**Reports to:** Chief Executive Officer

**Direct reports:** Financial Controller, Change & Project Manager, Finance Business Partner, Service Delivery Manager

## ROLE PURPOSE:

Walsingham Support is going through an exciting period of change with a new CEO and Executive Leadership Team (ELT) bringing a renewed sense of energy to the organisation and delivering an ambitious new strategy.

As a member of the Executive Leadership Team, the Director of Finance and Transformation will be the lead on not only Walsingham Support's financial management and planning, but also in driving forward the significant organisational change agenda that is embedded with its 5-year strategy.

This role will be responsible for leading teams across Finance and Information Technology with oversight of Project Management. We are looking for an experienced Finance professional who has strong experience of delivering organisational growth and development within their previous roles.

## MAIN RESPONSIBILITIES:

### FINANCE AND TRANSFORMATION MANAGEMENT

- **Strategic financial planning** - Lead Walsingham Support's financial planning, forecasting and management reporting processes, ensuring that the organisation has the plans in place to deliver against its ambitious strategic goals and financial targets.
- **Performance Management** - Lead and develop the performance management framework for the organisation, ensuring that financial and non-financial results are reported accurately and meaningfully to all stakeholders and that managers throughout the organisation are trained and engaged to understand their role in ensuring the continued financial sustainability of the organisation.
- **Financial Controls** - Ensuring that the highest standards of financial controls are embedded in the organisation, ensuring that all accounting records are complete and accurate and that the organisation fulfils all of its statutory and commercial obligations.
- **Commercial decision making** - Lead the organisation in making sound commercial decisions and ensuring the viability of all of its contracts, and to deliver organisational transformation and growth in a way which is financially sustainable.
- **Service Delivery** - ensure that reporting and tracking of delivery of support hours to the people we support is in line with expectations, working closely with HR and Operations to ensure effective management of service rotas and timesheet consolidation.
- **Payroll** - working closely with HR and our outsourced payroll provider, ensure that payroll services are effective and accurate.
- **IT Management** - Lead the day to day running of the IT function, via management of our outsourced provider, ensuring high standards of compliance to cybersecurity standards, and continuing to develop the standards of IT infrastructure and support provision to our services to facilitate efficient and effective operations.
- **Digital transformation** - Develop and lead a programme of digital transformation for the organisation in line with our 5-year IT strategy.
- **Data Transformation** - Develop Walsingham Support's approach to information management as part of the broader digital transformation strategy, ensuring that Walsingham Support has clear data architectures in place and that organisational data is managed in a structured, efficient and accurate way.
- **Projects and change** - Lead Walsingham Support's change agenda, with coordination and oversight of key organisational change programmes and projects to ensure the successful execution of plans and delivery against organisational goals.

- **Risk Management** - Ownership of the organisational Risk framework, leading the review, consolidation and update of the corporate risk register and ensuring effective mitigations and assurance is in place. Ensure that ELT and Trustees receive regular risk register updates and that key risks are effectively discussed and managed.
- **Internal Audit** - Ensure that an effective internal audit and assurance framework is in place for the organisation, that is appropriate to organisational requirements and risks.
- **Board Engagement** - Lead on all Finance, IT, Risk and Internal Audit discussions at board level, advising trustees to ensure that the board has all the support and information needed to fulfil their obligations and make informed decisions on quality and governance issues.

## STRATEGY MANAGEMENT

- In partnership with ELT colleagues and the Board of Trustees, support the ongoing development of the Organisational Strategy contributing subject matter expertise and looking for creative, innovative, and evidence-based solutions to improve effectiveness and performance.
- Supporting CEO in the annual process to review and update the organisational strategy and annual business plans and goals, ensuring that they continue to support Walsingham Supports vision and mission. Work closely with all the ELT team to develop key strategies supporting organisational development.
- Maintain an up-to-date knowledge of leading practice in Finance, Risk and IT as it relates to the sector, horizon scanning and keeping ELT informed of developments and how they impact the organisation.
- Build relationships with external stakeholders, peer organisations, academia, professional and statutory bodies to drive innovation and develop best practise.

## GENERAL

In addition to the specific duties and responsibilities outlined in this job description, all Walsingham Support employees should be aware of their specific responsibilities towards the following:

- Support the leadership of the whole organisation role modelling the values and behaviours that will ensure the highest standards of individual support are embedded to deliver safe, effective and innovative services and outcomes for people we support.
- Adhere to all health and safety and fire regulations and to co-operate with the organisation in maintaining good standards of health and safety.
- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practice and promote secure behaviours.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the organisation into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the organisation.
- Demonstrate a commitment to ongoing learning and development and professional or occupational standards associated with the role.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



# PERSON SPECIFICATION

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## KNOWLEDGE AND EXPERIENCE

- A qualified accountant (ACA, ACCA, CIMA, CIPFA or equivalent) with at least 5 years PQE and evidence of continued professional development.
- Experience in the charity or social care sector is beneficial but not required.
- Experience of working at Board level, giving insight and providing clarity in a way that supports strategic decision-making, and aligns stakeholders on key objectives.
- Experience working in a high growth organisation, developing teams and processes that are scalable and agile.
- Experience of delivery of mergers or acquisitions would be beneficial.
- Experience of leading transformational change programmes and delivering successful and demonstrable outcomes.
- Experience in engaging and influencing senior stakeholders to ensure that objectives are met.

## SKILLS AND ABILITIES

- Proven track record of successful team management and development.
- Ability to lead and develop strategy within a complex organisation.
- Experience of building effective relationships with external stakeholders including external auditors.
- Values led leader, with a focus on how things are delivered as well as what is delivered.
- Ability to work in situations that may be ambiguous or changing using an agile approach while maintaining a sense of urgency.





# TERMS OF APPOINTMENT

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## SALARY

The salary for this role is c.£100,000 per annum on a full-time permanent basis.

## LOCATION

Hybrid: Home based with requirement to work in London office occasionally and the ability to travel to locations across England and Wales.

## PENSION

6% Employee (Total contribution which includes tax relief element) 9% Employer.

## ANNUAL LEAVE

25 days rising to 30 days after 6 month probation period (Plus, Statutory Holidays).

## ADDITIONAL BENEFITS

Life Assurance equivalent to three times salary.

# HOW TO APPLY

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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 [chris.milo@starfishsearch.com](mailto:chris.milo@starfishsearch.com) and we will be happy to arrange a call. To make an application, please go to <https://starfishsearch.com/jobs/ws-dir-ft/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) 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 also be grateful if you would 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.

<b>Closing date:</b>	Friday 13th December 2024
<b>Preliminary interviews:</b>	w/c Monday 6th January 2025
<b>Final Panel interviews:</b>	Thursday 23rd January 2025