

## **SUPPORTING COMMUNITIES**

**Job Title:** Head of Corporate Services

**Responsible to:** Chief Executive

**Responsible for:** Performance of the Corporate Services Team within Supporting Communities and management of staff employed within the Team.

### **SENIOR TEAM RESPONSIBILITIES**

- To lead and inspire staff through personal example by delivering the organisation's vision, value and priorities.
- Participate in the development and regular review of Supporting Communities' Strategic and Operational Business Plans in conjunction with the Chief Executive, SMT and Board of Directors.
- Liaise with the Head of Finance and Governance to ensure the effective financial management (integrity of accounting, budgeting, financial reporting and forecasting) of Corporate Services Team within Supporting Communities.
- Collaborate with the Board, Chief Executive and SMT to implement Supporting Communities' annual Business Plan.
- Develop and maintain relationships with key stakeholders, including within central and local government, NDPBs such as the Housing Executive, community and corporate sectors. Establish relationships with Housing sector in Rol
- Attend and participate in meetings of the SMT, Board, Board Sub Committees, internal and external committees, as necessary.
- Compile, prepare and deliver Reports and Briefing Papers to the Chief Executive and Board of Directors as required.

### **COMPLIANCE AND RISK MANAGEMENT**

Assist the Chief Executive to ensure compliance with statutory, funding, contractual and legislated obligations relating to the operation of Supporting Communities.

Prepare organisational documents as needed for legal and financial compliance matters relating to Corporate Services Team.

Develop, in consultation with the SMT, Supporting Communities' Annual Report.

Work with the SMT and Chief Executive to maintain a Risk Register

To ensure Health and Safety Regulations are adhered to by staff reporting to him/her and that they are fully conversant with the regulations.



## **PEOPLE MANAGEMENT**

- Manage, motivate and develop a diverse range of staff under responsibility of Head of Corporate Services.
- Participate in the selection and appointment of staff within the Corporate Services Team in accordance with Supporting Communities selection and employment procedures.
- Promote a strong performance culture through formal annual reviews of individual staff members who report directly to him/her and provide guidance on personal development requirements and advise on and initiate, where appropriate, further training.
- Hold regular support meetings with staff within the Corporate Services Team to ensure KPIs are being achieved, giving guidance and direction to individual Team Members when necessary.
- Facilitate and service organisational Staff meetings as required.
- Take such action as may be necessary in disciplinary and grievance matters in accordance with procedures and approved by Supporting Communities.
- Participate in and undertake performance reviews and planning within the SMT (eg. Self-Appraisal).

## **EMPOWERING COMMUNITIES (BUSINESS DEVELOPMENT)**

- Oversee the management and business development of Empowering Communities as a trading subsidiary of Supporting Communities including responsibility for the management of staff.
- Collaborate with the Empowering Communities Board and Chief Executive to develop a Strategic Plan and implement Empowering Communities' annual Business Plan
- Develop and maintain relationships with key stakeholders, including within central and local government, NDPBs, community and corporate sectors, including housing sector in Rol
- Attend and participate in meetings of the Empowering Communities Board, internal and external committees, as necessary.
- Compile, prepare and deliver Empowering Communities Reports and Briefing Papers to the Chief Executive and Board of Directors as required.
- Liaise with the Head of Finance and Governance to ensure the effective financial management (integrity of accounting, budgeting, financial reporting and forecasting) of Empowering Communities.

- Manage, monitor and report on Empowering Communities' compliance with all statutory, funding, grant and contractual obligations.
- Hold regular support meetings with Empowering Communities staff to ensure KPIs are being achieved, giving guidance and direction to individual staff members when necessary.
- Seek out funding opportunities / collaborations to grow EC business.

## **PROJECT AND PROGRAMME MANAGEMENT**

- Take responsibility for the management of Projects/Programmes within the responsibility of the Head of Corporate Services including Training Delivery, Digital Inclusion, Funding & Social Value, Research, Policy Development, Communications & Marketing and Strategic Cohesion.
- Ensure expenditure for Projects/Programmes operating as part of Corporate Services Team is within approved guidelines.
- Manage, oversee and report on special initiative projects that from time to time will arise
- Provide monthly/regular reports on all Projects/Programmes within area of responsibility to the Chief Executive.
- Identify funding and tender opportunities and assist with the development of submissions in consultation with the SMT and Chief Executive.
- Identify, develop and create effective partnerships on behalf of Supporting Communities which fit with the values of the organisation.
- Manage and oversee NIHE Service Level Agreements for Central and Areas. Liaise with NIHE team to monitor progress on quarterly basis.

## **GENERAL**

- Prepare and submit communications and marketing information on behalf of Corporate Services Team.
- Comply with Supporting Communities policies and procedures and undertake other duties as required by the Chief Executive.
- Undertake delivery of Supporting Communities training as and when required and as directed by the Chief Executive
- Prepare for and deliver presentations on behalf of Supporting Communities as directed by the Chief Executive – NI, RoI and GB.
- Deputise for the Chief Executive in respect of Corporate Services Team as and when required.

**Note**

The duties listed are intended only as illustrations of the various types of work that may be performed. All duties listed are crucial to the organisation and the running order of these tasks should not demean the activity. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Hours:	35 hrs per week
Holidays:	25 days plus customary holidays
Salary:	NJC Pt. 32-35 (£41,511 - £44,711)
Travel Expenses:	HMRC Fixed Rate
Pension:	Company Pension Available
Base:	Home Based – Travel to meet organisational requirements.

<b>Personnel Specification</b>
<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• A Relevant Degree or recognised professional qualification.</li> </ul> <p style="text-align: center;">or</p> <ul style="list-style-type: none"> <li>• Equivalent job experience, with 3 years' management experience in both Project and People Management.</li> </ul>
<b>Essential Experience</b>
<ul style="list-style-type: none"> <li>• Experience developing and implementing Strategic and Business Plans and setting Key Performance Indicators.</li> <li>• Experience of performance management systems and processes.</li> <li>• Experience and evidence of delivering in a senior leadership role.</li> <li>• Experience of working across organisational boundaries in partnership in order to deliver corporate projects and objectives.</li> <li>• Ability to research and identify business opportunities.</li> <li>• Ability to compile and present information at a Board/Committee level and to external agencies and funders.</li> <li>• Ability to work as part of a team and to encourage and support others.</li> <li>• Knowledge of Microsoft operating systems including ability to maintain and update records and files.</li> <li>• A strong and effective staff member who is determined, positive and approachable.</li> <li>• Experience of supervising and managing a diverse range of projects.</li> <li>• Flexible attitude to work and ability to attend work outside normal working hours.</li> <li>• Hold a current driving licence and have access to a form of transport to undertake duties required.</li> </ul>
<b>Desirable Experience</b>
<ul style="list-style-type: none"> <li>• Hold a relevant leadership and management qualification.</li> </ul>

- Evidence of continuing professional and personal development.
- Ability to develop and maintain working relations with a wide range of interests including representatives of statutory, community and voluntary organisations.
- Experience of working within a multi-disciplinary, multi-agency team context.
- Experience/knowledge of coaching and mentoring staff.
- Knowledge and experience of community development processes and policies.
- Knowledge and experience of the Social Housing Sector in Northern Ireland and the Republic of Ireland.
- Knowledge of Statutory Bodies and Service Providers.
- Knowledge of Funding Agencies and Resources.
- Knowledge of current government policies and procedures which have an impact within Northern Ireland and the Republic of Ireland.

### **Skills and Abilities**

- Highly motivated and committed to a high standard of professional practice.
- Customer Focused
- Manage and prioritise workload to meet timescales.
- Well-developed literacy and numeracy skills.
- Strong research and analytical skills.
- Excellent communication, written, verbal and interpersonal skills.
- Self-motivated to work on own initiative and also effectively as part of a team.
- Strong Project Management and organisational skills.