

**Head of Finance and
Corporate Services
Candidate Information
Pack**

Dear Candidate,

Thank you for your interest in joining Servol Community Services Charity at this pivotal time for both our organisation and the voluntary sector, particularly as Integrated Care Systems continue to develop. The Head of Corporate Services is a vital new role, and both I, as CEO, alongside the Director of Services and the Board of Trustees, are excited to work with the successful candidate to shape Servol's future for the benefit of our service users and staff.

We are seeking a dynamic individual with strong interpersonal and organisational skills, as well as financial qualifications and experience. This role requires strategic oversight of corporate functions and a key contribution to the charity's strategic direction. You'll streamline corporate services, develop new services based on community needs, and help widen Servol's impact in other areas, all while adhering to our behaviours and values.

Over the past year, Servol has undergone a strategic review, fostering closer collaboration with the Board of Trustees and refining our approach to deliver the best outcomes for those we serve. As CEO, I can assure you that this role is deeply rewarding, offering an excellent opportunity to use your skills to benefit both our staff and the communities we support.

This recruitment pack offers a glimpse into this exciting opportunity and the vibrant, caring nature of Servol at a key moment in its 45-year history. We hope it conveys the value of working with us and provides the information you need to craft a strong application. Packed with insights and tips, it will guide you through the recruitment process, so please take the time to review it thoroughly.

We look forward to welcoming a candidate who shares our vision and commitment. Together, we can continue to strengthen Servol's impact and legacy.

Warm regards,

Philip Gayle
CEO

Our History

Servol was established in 1979 originally developed in the West Midlands region, and in 2003 in the London, areas, providing specialist mental health accommodation and services for the needs of those experiencing serious mental illness. Our goal is to facilitate resettlement of those experiencing mental health problems into the community to enable individuals to fulfil their aspirations. Our main thrust is the continued development of more community-oriented services, supported by the statutory agencies for those people who need them. Our CEO and senior management team continue to strive towards challenging stereotypes in relation to mental illness and shaping the community raising awareness of the need for further resources for mental health services in the community.

We offer person-centred support for anyone diagnosed with a mental illness, irrespective of their ethnicity or cultural background. Our ultimate goal is to support individuals' recovery journey by providing vital support to enable them to fulfil their aspirations.

In our 45 years of operation, we've supported the recovery journeys of nearly 10,000 individuals



YEARS+

About Us

Servol is passionate about providing high-quality accommodation and support services to those experiencing mental ill health. We are a national charity who have supported thousands of individuals over the last 45 years, on their journey to mental wellness, purpose and independence. We work in partnership with organisations and housing providers in London and the West Midlands.

Our goal is to facilitate the resettlement of those who have experienced mental ill-health into the community, enabling them to fulfil their aspirations and become socially active members of society.

All of our supported accommodation schemes are staffed 24 hours a day 7 days per week.

Our Values

CARING – We are caring and kind to all we come into contact with in all of our services.

RESPECTFUL – We are respectful and value each person with the aim to understanding with how best to approach any given situation.

WELCOMING – We are welcoming and friendly to all we come into contact with.

CONTINUOUSLY IMPROVING – We continuously review our work so we can improve and provide an excellent service.



Join Our Team

A great place to work

What else can we offer you?

- Salary: Competitive + benefits
- Pension Scheme
- Employee Assistant Programme
- Flexible Working Perks
- CPD Programme
- Professional growth opportunities
- Collaborative work environment

To apply please send your application and cover letter to Gaynor Brooke - Director of Services:

E: gaynor.brooke@servolct.org.uk

For an informal chat about the role before applying please email Gaynor to arrange a suitable time.

Closing date for applications: Friday February 7th 2025 at 17:00

Your Application

If you like what you've read so far and can see yourself joining the Servol family, it's time to complete your application.

Your application is an important part of the selection process; it's used to determine whether or not you'll be chosen to have an interview and also acts as a basis for the questions we'll ask you on the day. It's really important that you try to capture all of the relevant information we have asked for so we can get a good feel for who you are and why you're great.

How to fill your form out...

- Make sure the job title and reference is clearly stated at the beginning of your form, so we know which job you're going for.
- You must sign your form to confirm that the information you have given is correct. If you don't have an electronic signature, please type your name instead.
- In relation to any cautions and convictions you may have, it is important to know what and when you are required to disclose. The job details will highlight whether you are applying for a position which is exempt under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975). In most cases, these will be roles that are subject to an Enhanced Disclosure check.
- Please list any formal qualifications on your form. We'll need to see the certificates for your qualifications at interview stage.
- Make sure you include paid work, unpaid work and any work experience in your employment history. Start with your current employment, or if you are currently unemployed, your most recent employment. If there are any gaps in your employment, please tell us why.
- At least one of your referees should be your current employer. If you are not currently employed, simply provide your most recent employer. If you don't have any employment history, think about one professional and one personal referee who would best describe your suitability for the role.

JOB DESCRIPTION

Job Title:

Head of Finance and Corporate Services

Responsible to:

Director of Services

Key relationships:

Chief Executive
Director of Services
Finance Team
HR/Admin Team
Servol Staff

Contract:

Permanent with a 6-month probation period

Salary:

£53,000 – £55,000 dependent on experience

Hours of work:

37.5 hours per week

Location:

Hybrid working, with at least two days per week in our Birmingham office and travel to London as required

Job Purpose

The Head of Finance and Corporate Services is responsible for the internal operations of the company. This involves overseeing the finance, human resources, IT and compliance functions. They will take an administrative role in ensuring policies are effective, consistent and in-line with the intentions of the company.

As a key member of the Senior Management Team the Head of Finance and Corporate Services will work closely with the Director of Services to develop informed strategy and strong governance for Servol.

You will be responsible for leading corporate services ensuring that your team meet the highest professional standards, in accordance with the organisation's strategic objectives and quality standards.

Specific Duties:

Financial Management

- Lead on the for the day-to-day running of the finance function
- Produce a range of financial analysis including monthly management accounts and present to the Senior Management Team and Board of Trustees.
- Lead on the regulatory financial activities of the organisation ensuring best practice and financial compliance
- Ensure robust processes are in place for payroll, invoicing, procurement, etc.
- Lead on the financial audit and compliance requirements with any relevant regulators on behalf of the organisation and its subsidiaries

Human Resources

- Lead on the day-to-day management of the Servol HR function ensuring best practice and legal compliance

Management

- Manage, supervise and develop the capabilities of the corporate services team. Ensuring induction, probation, supervision and appraisal processes are adhered to. Identifying both good and under performance and taking swift and appropriate action
- Responsible for leading corporate services ensuring the team meet the highest professional standards, in accordance with the organisation's strategic objectives and quality standards

Strategic Development and Communications

- Develop strong internal and external networks building partnerships and demonstrating excellent communication, negotiation and delegation skills
- Oversee day-to-day queries regarding the organisations financial HR, and IT systems to maximise efficiencies, including liaison with internal external providers/ technical support as appropriate
- Proactively work with the Director of Services to develop funding bids and tenders
- Monitor and evaluate activities within the business through the development and delivery of effective service monitoring and evaluation tools; respond to and correct issues, identify and follow up opportunities and alert to potential adverse effects
- Set and encourage high standards of performance and demonstrate a commitment to good practice and continual improvement in all areas of the organisation's operations
- To undertake professional report writing and timely information gathering for both internal and external audiences. This includes but is not limited to policies, business cases and strategic/operational reports.

IT and Digital Infrastructure

- Responsible for the external IT contract, monitoring effectiveness and continued return on investment
- Lead on the annual compliance process for the NHS Data Security Protection Toolkit

Governance and Risk

- Work with the Senior Management Team and the Board of Trustees to ensure good governance for the charity
- Monitor and ensure continued accreditations for all external quality marks including ISO and Cyber-Essentials
- Work with the Director of Services and external consultancy to ensure health and safety compliance across the organisation
- Ensure relevant statutory, regulatory and professional standards are wholly achieved in relation to policies, processes and procedures, particularly in respect of governance and employment legislation and IT functions



Person specification

In your supporting statement, you should be able to demonstrate the following experience, skills, knowledge and behaviours:

Qualifications

Essential:

- At least 3 years' experience working in a financial management role
- Accounting qualification i.e. ACCA, CIMA, CipFa
- Experience working with SAGE and payroll accounts
- Level 7 qualification in a relevant subject area (Business Management, Governance, Compliance, Accounting)

Desirable:

- Other relevant qualifications e.g. marketing and communications, project management, bid writing and development, business/voluntary sector management

Experience

Essential:

- Experience of managing financial processes and procedures
- To have a demonstrable working knowledge of translating strategic objectives into KPIs
- Able to demonstrate previous experience of partnership building and networking at a strategic level
- Proven success in maintaining financial compliance in regulated environment
- Experience of IOSH Managing Safely

Desirable:

- Knowledge of financial requirements for awarding organisations and charities

Knowledge and Skills

Essential:

- Excellent communication skills, including the ability to influence and negotiate (internally and externally)
- Proficient use of a variety of IT systems including MS Office and social media platforms
- Working knowledge of data security and information governance in a health and social care setting
- Knowledge and understanding of equality, diversity and inclusion and the issues facing vulnerable people
- Able to demonstrate a strong understanding of health and safety/risk assessment and management

Desirable:

- Knowledge of relevant health and social care legislation and acts
- Understanding of housing management, policy and process.

Additional Information and Requirements:

- Able to demonstrate a values-driven approach that matches Servol's organisational values.
- Proactive and self-motivated, able to manage a demanding workload balancing the physical and mental demands of the role.
- Able to travel, and willing to work outside of core hours when needed as our services are operational 24 hours a day 365 days a year.
- Confidentiality
- Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
- Equality, diversity, and inclusion. Ensure all duties are carried out in a manner which promotes Servol's equality, diversity, and inclusion policies.
- Health & safety, promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
- Safeguarding- Servol are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. DBS checks will be required.
- Digital skills. Competently utilise technology to perform the role.

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job, or the level of responsibility entailed.



Get in Touch



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