



RECRUITMENT PACK

Finance and Resources Director

February 2018

YOUR APPLICATION

Dear applicant,

Thank you very much for your interest in this post. On the following pages you will find details of the role and the selection process to assist you in completing and tailoring your application. In order to apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The declaration form – but completion of the equalities section is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate on the declaration form if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the documentation is complete. Please send your application, preferably in MS Word format by email to: nwha@campbelltickell.com.

Applications must be received by Monday 26th March 2018 at 12noon.

You will receive an acknowledgement within 24 hours of receipt and we suggest that if after that time you have not heard from us, you telephone the office (0203 434 0990) to ensure that it has arrived. Using a secure email address and putting the job title/organisation in the subject line reduces the chances of any email going into spam.

Please do contact me if you wish to have an informal discussion about the role and organisation or if you have any other questions to help you decide whether to apply. You can contact me on 07944 411 484 or 020 3434 0990.

Kind regards,

Mark Glinwood

Mark Glinwood
Senior Associate Consultant

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WELCOME LETTER

Dear Applicant,

Thank you for expressing an interest in this fantastic opportunity which is so important to the future success of our organisation.

I have been working closely with the Board since my appointment a little over a year ago to strengthen the foundations of the business and position us in a way that provides agility to capitalise on our strengths and expertise. It is now time to add further talent to the top team and in doing so this role will be instrumental in helping us realise our future plans.

The successful candidate will be more than a finance professional alone. Whilst your professional qualifications within the finance field will enable us to make astute and best value investment decisions, your wider leadership talents will be as every bit as valuable. Whether this is your first Director position or you already have a track record at this level, your pace; ability to make things happen; focus on performance outcomes; and your emotionally intelligent approach to leading, will ultimately be the qualities that distinguish you from the rest.

The candidate pack is aimed at providing you with a rounded view of the role and the organisation more broadly. I do hope that it conveys a real sense of what we do, why we do it and those things that are central to our common purpose. If you feel you are a good match with our needs and this is the role that you have been waiting for then I do hope that you will take the next step and make an application.

Please take the opportunity to speak with Mark Glinwood, our retained recruitment consultant, who will provide greater insight into those areas of most importance to you. In turn, Mark will be happy to arrange an informal discussion with me if that would be of value.

Thank you for taking an interest in our great organisation

Helena Kirk

Chief Executive

North Wales Housing

ABOUT US

Founded in 1974, North Wales Housing today is a successful social enterprise providing homes and delivering services to over 2,500 households across North Wales.

We employ up to 250 people and are proud to display the Investors in People accreditation. All of our employees work to a set of values that collectively sum up the character of the organisation.

We understand the value and importance of a good home...That's where our heart is. As well as maintaining existing homes we are also continually building new homes and bringing empty homes back to life.

But we are about more than bricks and mortar; we are a regional market leader in vital areas such as Supported Housing, providing housing and services for vulnerable people including the homeless, people with drug and alcohol and mental health problems.

Our tenants are put at the heart of everything that we do, having recently developed a Tenant Participation Strategy that expands our approach to engagement to ensure that all customers have access to an appropriate level of involvement.

We're not afraid to take on a challenge, to innovate and try new things. In 2011 we launched a commercial subsidiary called Domus Cambria, a residential development enterprise that ethically develops and builds homes and services. Profits will be used to cross-subsidise more traditional work by North Wales Housing.

Vision and Values

Vision: *To be the housing provider of choice in North Wales.*

Our values and standards are what make us North Wales Housing. They are what we stand for. All our people work to these values that collectively sum up the character of the organisation. Our values drive our decision making on a daily basis and the way we act will embody our values

- **Open** - we are transparent in the way we work and make decisions.
- **Trust** - we do what we say we will do. We behave with honesty and integrity.
- **Responsive** - to our customers, staff and partners needs and aspirations
- **Equity** - we're open to all, but closed to prejudice. We will actively promote equity and respect diversity.
- **Learning** - we look for better ways in the future. We acknowledge when we make mistakes and learn from them. We look outward to learn from others.



THE BOARD

Tom Murtha – Group Board Chair



Joined: September 2017

Tom has spent over 40 years in the housing and care sector. He began his career as a community worker in the inner city of Leicester and retired as Chief Executive of Midland Heart, one of the largest housing and care organisations in the UK, in 2012. Tom has served as a chair and non-executive on a number of housing and care boards and national working parties and groups. He is a previous Chair of HACT and of Emmaus. He is Chair of Governance at Plus Dane Group, a Trustee of Mayday Trust, an editorial board member of Thinkhouse, and a founder member of SHOUT the campaign for social housing. In 2009 Tom was awarded an Honorary Doctorate by the University of Birmingham for his leadership in the housing sector.

Sally Ellis - Vice Chair Group Board



Joined: July 2014

Sally was the Director of Modernisation and Well-being at Denbighshire County Council from 2001-2014 and has extensive experience of working in local government. She is the current Chair of the Strategic Improvement Steering Group, appointed by the Deputy Minister, to advise on implementation of aspects of the Social Services and Well-being (Wales) Bill and the new Regulation and Inspection Bill. Sally is training to be a Citizens Advice Bureau advisor.

Marion Pryor – Vice Chair Audit and Risk Committee



Joined: July 2009

North Wales Housing initially co-opted Marion Pryor to its Audit Committee in 2006, before she became a full Board member in July 2009. She is currently a member of the Group Board and is a former Chair of the Audit & Risk Committee.

Marion is currently the Head of Audit and Risk at the Isle of Anglesey County Council, and she has also held senior roles in internal audit in North Wales Police, Natural Resources Wales, Countryside Council for Wales, Denbighshire County Council and more recently, Conwy County Borough Council. She has also worked as an external auditor for the Auditor General for Wales (Wales Audit Office) in his financial audit practice.

Marion qualified as a chartered internal auditor, becoming a member of the Chartered Institute of Internal Auditors (CIIA) in 1999. She gained her Masters Degree in Change Management from Liverpool John Moores University in 2004, qualifying with a distinction and became a fully qualified member of the Chartered Institute of Public Finance and Accountancy

(CIPFA) in 2009.

In 2014, Marion also completed a post-graduate certificate with CIPFA in Corporate Governance and was a member of the CIPFA working group tasked with revising the CIPFA/SOLACE Framework for Good Governance in Local Government, published in 2016.

More recently, Marion has joined Grŵp Llandrillo Menai's Board and is a member of its Audit and Risk Committee.

Susan Miller



Joined: July 2015

Susan is a former research scientist with extensive experience in business management and compliance. Until recently a senior director with Ethicon, part of the Johnson and Johnson group, she was responsible for regulatory compliance in both Europe and the USA, involving compliance auditing, change management and performance monitoring. Passionate about developing people, Susan also has an enthusiasm for sustainable housing design.

Janet Roberts – Chair Landlord Services Committee



Joined: July 2015

Janet is a former Housing Inspector for the Audit Commission in England and has wide experience through working for Riverside in particular and lecturing in housing at John Moores University.

John Keegan



Joined: December 2016

John is the Chief Executive at Monmouthshire Housing. He has worked at a senior level in the housing sector for over 20 years, the last nine years as a Chief Executive. He has recent board experience with Community Housing Cymru as Chair and also at Agored Cymru an awarding body for further education colleges and courses.

William (Bill) Farnell



Joined: December 2016

Bill is a Chartered Certified Accountant and works as a Finance Manager at Bangor University responsible for day to day financial transactions within the College of Business, Law, Education and Social Sciences. He previously held the post of Finance Manager/Company Secretary at the Management Development Centre, Bangor.

Christopher Taylor



Joined: December 2016

Christopher is a Chartered Public Finance Accountant and is a Technical Director with Arlingclose Limited, an independent treasury advisory company which provides financial advice and capital financing expertise for the public, private and the third sectors. He has previously worked for Clwyd County Council and Denbighshire County Council and his latter position was that of Principal Management Accountant.

Ian Alderson



Joined: December 2016

Ian is a partner with Brabners LLP and specialises in advising the social housing sector and other clients on housing management, property and commercial disputes and litigation, employment related litigation and judicial review and human rights cases. He is a qualified mediator and member of CIH and the Property Litigation Association.

Nanette Williams



Joined: April 2016

Nanette is a local government internal auditor, currently employed by Denbighshire County Council as a Senior Auditor. She also performs the same role at North Wales Police under an out-sourced contractual arrangement. Nanette has varied experience across the local government setting and the wider Welsh public sector of governance, internal control frameworks, risk and risk management. She has recently completed her professional training with the Chartered Institute of Internal Auditors.

Carol Downes



Joined: July 2015

Carol is self-employed making and selling arts, crafts and furniture through a recently opened shop unit in Colwyn Bay. She has also worked as a community tutor and resident artist.

Dylan James – Chair Audit and Risk Committee

Joined: January 2018

Dylan, a fluent Welsh speaker, is an experienced qualified Accountant currently working at Bangor University. He has a wide range of financial and management accounting skills along with extensive external and internal audit experience. He also has practical experience of complying with regulatory systems and governance.

JOB PROFILE

Responsible To:	Chief Executive
Responsible For:	Assistant Director of Finance, Head of Personnel, IT team and IT contract management
Job Purpose	
<p>To lead and be responsible for the Finance and Resources Department to provide a comprehensive range of financial management, accounting, treasury management, risk management, HR, Company Secretary and IT services to the Company.</p> <p>Develop and implement the overall financial strategy for North Wales Housing and ensure robust budgetary control within the organisation.</p> <p>To be a fully effective member of the Senior Leadership Team supporting the organisation wide corporate plan with exemplary leadership, professional and behavioural standards externally and internally.</p> <p>Provide professional advice to the Board and committees on all matters within the areas of responsibility of the role</p>	
Accountabilities	<i>Statement of the main areas of responsibility</i>
<p>Strategic</p> <ul style="list-style-type: none"> • Review and develop the overall financial strategy that underpins the Board’s strategic direction and ensure that the financial implications of all strategic and physical plans are fully assessed and considered. • Develop and maintain the NWH 30 year financial business plan. • Develop the future funding strategy and secure future long term finance to support North Wales Housing’s ambition for growth. • Develop and review the organisation’s borrowing and treasury management strategy ensuring that the Loan Portfolio is financially viable and sustainable and is effectively managed • Ensure the Board is provided with regular financial monitoring and control reports to enable it to exercise strategic controls over the financial affairs of the organisation. • Monitor and review North Wales Housing risk register ensuring effective strategies and plans are in place to mitigate financial risks. • Lead the development and implementation of value for money strategies and ensure that North Wales Housing is in possession of good quality VFM systems in line with a procurement strategy spanning the organisation. 	

- Co-ordinate the preparation of the Company's budget and financial management accounts including providing information, advice and support to the Board and all budget holders and in accordance with business plan objectives.
- Ensure that financial procedures are robust and up-to-date, and that these are being adhered to through the Assistant Director of Finance and their team.
- Act as Company Secretary for North Wales Housing and ensure that all statutory financial, legal obligations and regulatory requirements are complied with. This will include all requirements of Welsh Government, Companies House and Internal and External Audit. Ensure that secure and effective controls and assurance systems are in place and actively managed and all returns are completed on time within the set deadlines.
- Lead on business continuity across the organisation, closely liaising with other senior colleagues.
- Prepare, implement and manage the organisation's IT strategy and ensure that the organisation's IT systems and disaster recovery procedures are fit for purpose, and are delivered by our external partners to the standards agreed.
- Take responsibility for, the implementation of and compliance with, the General Data Protection Regulations on behalf of North Wales Housing.

Leadership

- Lead, manage and motivate around 20 staff in the Finance and Resources Department.
- To develop and maintain positive relationships with colleagues, key partners, stakeholders, consultants and contractors contributing where relevant to the review of local strategies, policies and procedures.
- Ensure effective management of staff and resources promoting team building and collaborative working to deliver the corporate plan, ensuring compliance with Association policies and procedures.
- Be a member of the Senior Leadership Team, participating in the strategic and corporate management of North Wales Housing, upholding its commitment to service excellence, continuous improvement and best practice in all areas.
- To contribute to the development, implementation and review of North Wales Housing's corporate strategies, annual plans, policies and procedures; providing leadership on financial, human resources and IT services working in partnership with colleagues.
- To ensure full and consistent implementation of the Association's performance management framework.
- To research and analyse data, comparing our methods and performance with others, to achieve continuous service improvement.
- To provide clear, succinct and cogent reports to required deadlines for the Board, Committees, Chief Executive, Senior Leadership Team and key partners and stakeholders as required, providing advice and guidance to the Board on changes to legislation or shifts within the economy that may impact on delivery of services to tenants and residents.
- Acting as the lead point of contact for the Welsh Government Regulation Team, on financial matters, ensuring that all financial returns are submitted in accordance with prescribed deadlines and that any queries are promptly and efficiently answered.

General Obligations

- To take responsibility for own personal development and update knowledge and skills, with support from North Wales Housing, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- To implement positively and ensure compliance with the Association's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Care, Health and Safety, Code of Conduct, Data Protection and confidentiality of information, Financial Regulations and Standing Orders.
- To provide the highest quality services incorporating best standards and practice and work to continually improve standards, promoting North Wales Housing to its tenants, clients and those seeking assistance from the Association.
- To respond to complaints positively and professionally and refer them to the appropriate person for acknowledgement and resolution.
- To perform duties not specifically identified in the role profile, but which are in line with the general responsibilities of the post.
- All staff will be expected to demonstrate the key corporate values in the way they carry out their job, they are:

PERSON SPECIFICATION

Qualification

Relevant professional qualification, i.e. ACCA, ACA, CIMA or CIPFA.

Knowledge and Expertise

- An understanding of the importance of good housing and its impact on quality of life and the economy.
- Up-to-date knowledge and understanding of the technical, professional and policy aspects of all service areas within the Finance and Resources Department.
- Computer literate with a clear understanding of the potential for utilising information and communication technology in performance management and service delivery. Proven skills in the production of spreadsheets and financial models.
- Proven knowledge and expertise in providing quality treasury management and funding strategies.

Experience

- Meaningful post qualification experience commensurate with the depth required of the role.
- Demonstration of effective delivery and performance in the key service and product areas associated with the role, including financial management, HR management, ICT and value for money. Also dealing with bankers, lenders and other authorities.
- Significant experience of staff management.
- Significant experience of working within a customer focused service organisation and of providing a wide range of quality services to the public.
- Previous experience and understanding of the importance of adding social value and supporting social enterprise.

Motivation

- A commitment to the provision of high quality and customer focused services.
- A proven commitment to the principles of community involvement and community integration and the wider role of housing associations in regeneration and social policy.
- An understanding of, and a commitment to, the values of the Association.
- A commitment to the implementation of equal opportunities in all aspects of the Association's work.

Planning and Organisation

- Excellent project management skills.
- The ability to plan departmental activities over short, medium and long term to meet differing needs and priorities.
- The ability to analyse issues, events and activities within a strategic framework, which takes into account their longer-term impact and wider implications.
- An approach to work which is quality driven and involves both the setting of clear goals and standards, and the development of policies and procedures to ensure their achievement.
- An understanding of the key issues involved in the management of change.

Relationships and Communications

- A leadership style which motivates colleagues and inspires high levels of commitment.
- Excellent people management skills.
- Excellent listening skills, respect for the views of others and the ability to provide appropriate and effective support.
- The ability to manage effective relationships with colleagues, Board members, external agencies and clients.
- The ability to function effectively in a consultancy capacity, where appropriate.
- Strongly developed negotiation skills relevant to dealing with external consultants, contractors and partners.
- Well developed oral and written communication skills and the ability to influence others and win support.

Judgement and Decision Making

- Strongly developed analytical skills and the ability to make rational and systematic decisions based on relevant information.
- The ability to rapidly assess information and make quick decisions where necessary.
- The ability to develop new and imaginative approaches and a willingness to question traditional assumptions.
- The ability to ensure effective risk assessment and analysis to minimise the impact of adverse or unplanned events relating to the wellbeing and/or safety of the Association or its staff.
- A readiness to make decisions and take responsibility for initiating action, combined with the willingness to consult and take advice where appropriate.

Other Personal Qualities

- An effective self-starter with the ability to sustain commitment, enthusiasm and effectiveness in the face of disappointment or setbacks.
- Well developed time management and organisational skills.
- Ability to respond to changing demands and conditions to meet the needs of the role and business and remain calm under pressure.
- A full understanding of corporate involvement and ownership.

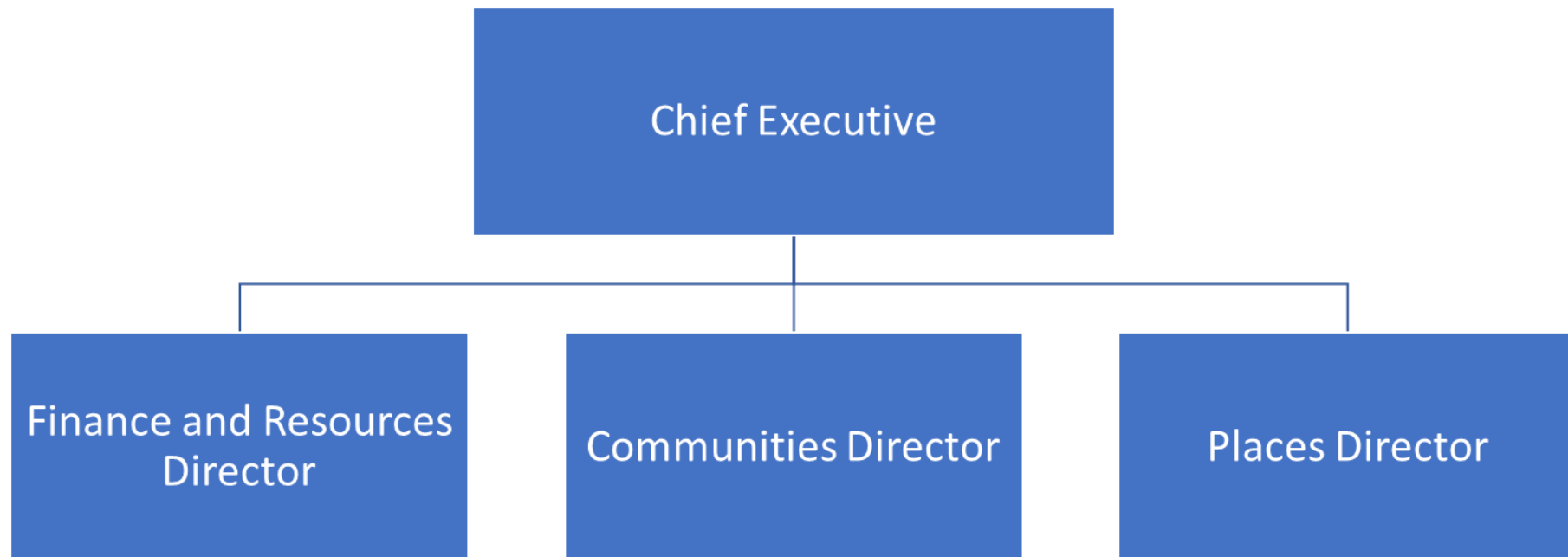
Welsh Language

- Welsh language skills are desirable for this post
- Applicants must have an understanding and be able to show respect for the bilingual nature and culture of the area within which North Wales Housing operates
- Non-Welsh language speakers will be required to make a commitment to learn or improve your Welsh language skills

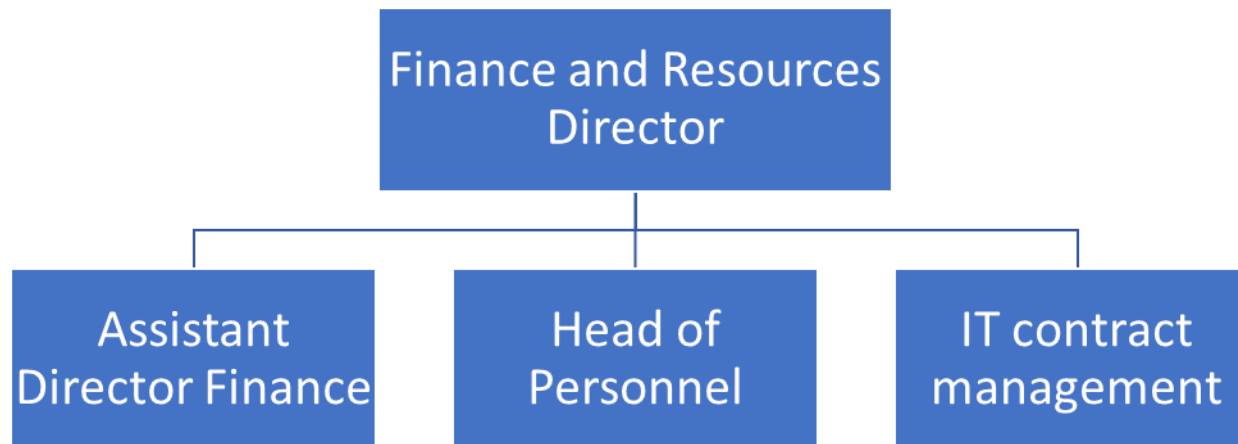
Others

- A full driving licence.
- Ability to work flexibly.

Executive Team Structure



Finance and Resources Structure



Principal Terms and Conditions

Position
Finance and Resources Director
Remuneration Package
Salary level within the range £75 - £80k
Pension
The Social Housing Pension Scheme (SHPS) Auto enrolment – Employer and Employee contribution of 3% (subject to eligibility) CARE (Career Average Related Earnings). Contributions calculated on age at entry – Employer contribution – up to 7.55% Defined Contribution Scheme - Employer and Employee contribution of 3%.
Annual Leave
The paid annual holiday entitlement is 25 days per annum increasing by one day per year to a maximum of 30 days. We also offer 8 days public holidays per annum
Place of Work
Llandudno Junction
Hours of Work
The role has an indicative working week of 35 hours; however you will be expected to work such hours as shall be necessary to discharge your duties efficiently and conscientiously. Flexi time is also available - up to 13 days per year.
Notice Period
You will be required to give 3 months’ notice, if you terminate your employment (or if your employment is terminated). During the probationary period the notice period will be one month by either party.
Sick Leave Entitlement
Sick leave entitlement increases on an incremental scale up to 6 months full pay and 6 months half pay after 5 years’ service.
Probation
6 months

Benefits of Working for Us

Half day's leave to be awarded every six months, if no sickness absence taken

A commitment to family friendly issues with enhanced maternity, paternity and adoption pay

Support for people who wish to study for relevant recognised professional qualifications

Support to improve Welsh language skills

Financial contribution to professional membership subscriptions where relevant

Spot salary reviewed every two years

Employee Forum with representation throughout North Wales Housing

Free Simply Health Cash Plan for assistance with Optical, Dental, Health Screening, Physiotherapy, Osteopathy, Podiatry/Chiropody, Chiropractic, Acupuncture, Homeopathy, Consultations and Scans plus face to face counselling sessions and 24/7 legal and Health & Wellbeing Service.

Corporate Gym Membership (Local Councils)

Provision of Childcare Voucher Scheme

Strong commitment to health and safety issues with appropriate training and facilities provided

Exceptional Achievement awards for staff that go the extra mile.

Bright Sparks suggestion system – rewards for good ideas

KEY DATES AND THE SELECTION PROCESS

Closing Date:

Monday 26th March 2018 at 12noon

The client meeting to agree longlisted candidates will take place on Thursday 29th March 2018. All unsuccessful candidates will be offered feedback by Campbell Tickell.

First Interviews:

Thursday 19th April 2018

Testing And Information Gathering:

Shortlisted candidates will be asked to complete an on-line psychometric assessment on leadership style and approach.

Final Interviews:

Friday 27th April 2018

SUPPLEMENTARY INFORMATION

The following can be downloaded from the North Wales Housing website:

[Annual Review 2016 - 2017](#)

[Annual Report and Financial Statements 2016 – 2017](#)

[Corporate Plan 2018 - 2021](#)

[Value for Money Strategy](#)

[Value for Money Statement](#)

To find out more please visit the North Wales Housing website:

<https://www.nwha.org.uk/>

MEDIA ADVERTISEMENT



Finance and Resources Director

Salary level within the range of £75 - 80k.

To be our next Finance and Resources Director you will be a qualified accountant, have had exposure to a wide spectrum of financial challenges and an interest in specialised areas such as treasury management. Your strategic mind will compliment a pragmatic approach, enabling you to operate at pace and get things done.

Your personal capacity to get the best out of a mixed portfolio of disciplines which incorporates Finance; HR; ICT contracts management; elements of governance; makes you stand out as a candidate on 'the way up'. Your

commitment to professional growth will act as a role model to those that you lead enabling a culture of continuous improvement to become the norm.

Whether this is your first Director's role, or you are already proven at this level, is not as important as your ambition to achieve high performing outcomes. You will understand the value of leading with emotional intelligence and be attracted to the role because of our values, committed to team and the social purpose upon which everything we do depends.

If you are curious and excited to learn more, full details of the role and our organisational profile can be accessed via the candidate pack at <http://www.campbelltickell.com/jobs>. For an informal discussion with our retained recruitment consultants, Campbell Tickell, please contact their lead consultant Mark Glinwood on 07944-411484.

Closing date for applications is 26 March 2018 at 12 noon





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