



Director of Finance

Recruitment Pack



Olympic Office Centre, 8 Fulton Road HA9 0NU
Telephone 020 8830 6777 Fax 020 8450 9777
info@campbelltickell.com www.campbelltickell.com

March 2010

Dear Applicant,

North Hertfordshire Homes – Director of Finance Recruitment

Thank you for your interest in this position. Enclosed is the information you will require to assist you in completing your application.

To apply please can you:

- Provide an up-to-date CV which shows your full career history with any breaks explained – we recommend that this is no longer than three pages;
- Write a supporting statement detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this should be a maximum of around three pages;
- Complete the compliance and equal opportunities forms;
- Indicate if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the documentation is completed.

However, it is not mandatory to complete the equal opportunities form. The information requested is purely for equal opportunities monitoring purposes in line with our commitment to equality and diversity, and will not affect the outcome of your application.

Once complete, please send your application, preferably in MS Word format, by email to NorthHertsHomes@campbelltickell.com or by post to:

Campbell Tickell Recruitment
Olympic Office Centre
8 Fulton Road
Wembley
HA9 0NU

Applications must be received by Thursday 25 March 2010 at 12 noon.

Continued.../

/...continued

If you do not receive confirmation of receipt of your application within 24 hours, please e-mail andrew@campbelltickell.com or call 0208 830 6777 to ensure it has arrived.

Should you be shortlisted for interview, the first interviews will be held on **Monday 12 April 2010**. This will include preparing and giving an 'unseen' presentation and a panel interview.

Following this process, successful candidates will be asked to complete psychometric testing online and will be invited back to the second stage which will take place on **Wednesday 20th and Thursday 21 April 2010**. You will need to be available for both dates.

If you have any questions, please feel free to contact me on 07801 57 99 64 or jackie.carter@campbelltickell.com.

We look forward to hearing from you.

Yours sincerely,

Jackie Carter
Senior Associate Consultant

CONTENTS

	Page
Letter from Chief Executive	5
About the organisation	6 - 7
Job description	8 - 11
Person specification	12
Organisation chart	13
Principal terms and conditions of service	14 – 16
Key dates	17
The press advertisement	18

Equal opportunities monitoring and compliance forms

- attached separately to download from www.campbelltickell.com/jobs

The following supplementary information can also be downloaded from www.campbelltickell.com/jobs:

- Annual Report 2008-2009
- Financial Statement

Further information on North Herts Homes can be found at <http://www.nhh.org.uk/>.

LETTER FROM CHIEF EXECUTIVE



Dear Colleague,

Thank you for your interest in our Director of Finance vacancy. As you see from our recruitment pack and our website we are a young, successful and expanding housing association operating in Hertfordshire and the surrounding counties.

We provide around 8,700 general needs, supported housing and temporary homes as well as care and community support services. We pride ourselves on our neighbourhood approach, providing customer support and community development services from our five neighbourhood offices, and we have a thriving social enterprise programme with our partners.

We are financially sound and have funding arrangements in place to continue to develop around 250 new homes for years to come.

Our current Director of Finance, who has been with us since our inception, is leaving a few months prior to his official retirement. He has established sound financial and treasury systems and he is leaving behind skilled and experienced finance and IT teams.

We are looking for someone to build on this work and contribute to NHH's continuing growth and development.

Thank you for your interest in this post. I look forward to receiving your application and working with the successful candidate.

Yours sincerely

Kevin Thompson
Chief Executive

ABOUT NORTH HERTFORDSHIRE HOMES



Geography

North Hertfordshire Homes (NHH) is one of the largest Registered Social Landlords in the Eastern Region. Our 8,700 properties are primarily within the district boundary of North Hertfordshire, but we have and will continue to expand outside these boundaries with new homes being developed in partnership with Stevenage, Luton, St Albans, Three Rivers, Bedford and Mid Bedfordshire councils.

Our expansion is defined by our neighbourhood approach, and we will only develop new properties in areas that can be serviced by one of our five neighbourhood offices, which are located in Baldock, Hitchin, Letchworth, Royston, and St Albans. It is also imperative that any new development is within reasonable distance of our responsive repairs depot based in Letchworth. By doing this we ensure we maintain the strong neighbourhood and community orientated approach we have successfully developed since our inception while still operating on a regional basis.

Our headquarters is located in Letchworth Garden City.

The organisation

NHH has approximately 353 staff. The Executive Management Team comprises of the Chief Executive, who manages development and corporate services, and the Directors of Operations, Property and Finance, each with their own directorate. The Operations Division includes an internally managed Repairs Depot which undertakes all response repairs as well as maintenance and improvement work.

The organisation is very much tenant focussed and residents are heavily involved in all stages of our planning process and service monitoring arrangements. This is also reflected in our Board with tenant members making up one third of the membership

We are an Industrial and Provident Society with charitable rules and all our profits are ploughed back into the business to finance improvements, better services and the development of new homes.

Investment

We recently celebrated the completion of our five year improvement programme promised before the transfer and we are on target to meet the government's Decent Homes Standard ahead of schedule. We invested £129 million in home improvements over this period with a further £20 million planned up to 2010.

Securing funds for development is a priority and we plan to build around 200 new homes each year for the foreseeable future. This investment in new homes emphasises our determination to become a major regional provider of affordable homes.

Strategic objectives

Our mission statement is:

To be recognised as a market leader by listening to our tenants, developing our staff and delivering on our promises.

The high level areas of activity that our current three year Operational Plan focus on are:

- Innovation and efficiency
- Growing the business
- High performance and excellent service
- An effective workplace
- Better neighbourhoods and communities
- Supported housing and care
- Providing high quality homes
- Investing in the environment

Performance

We achieved a Two Stars with promising prospects for improvement rating in a full Audit Commission inspection in 2008, putting us in the top 20% of associations. We have also received excellent assessments from our regulator. Our aim is to be one of the top housing associations in the country.

Our performance is in the top 25% nationally for most indicators and we set, and meet, challenging targets each year to achieve continuous improvement.

JOB DESCRIPTION

Job Title:	Director of Finance
Team:	Finance Division
Hours:	Full time
Responsible to:	Chief Executive
Responsible for:	The management of all staff within the Finance Division, including the direct management of the ITC Manager, Financial Controller, Revenues Manager, Procurement and Partnership Manager, and acting as the Treasury Manager.

Job Summary:

The overall management of the Finance Division, ensuring that high performance standards are set and achieved across all financial, treasury, procurement and ITC related aspects of the company's operations and that effective financial, treasury and ITC strategies, policies and planning systems are in place. As a member of the Executive Management Team to contribute to corporate decision making and take responsibility along with executive colleagues for the wider corporate activities of the company.

Key Responsibilities:**1. Operational Responsibilities**

- Working closely with members of the Executive Management Team to ensure that revenue programmes and capital projects complement each other, achieving efficiency and value for money.
- Ensuring that performance standards and targets are set, that systems are in place to monitor them, for providing information on performance as requested and for using this information to maintain continuous improvement.

- Ensuring that staff in the division work closely with tenants, leaseholders and internal customers and that their views are taken into account in decisions affecting them.
- Working closely with the Board and its committees, providing reports and making recommendations relating to the post holders responsibility.
- Overseeing the audit process and to act as the key contact for the internal and external auditors.
- Responsibility for the strategic development of IT within NHH and providing high level support to the ITC Manager.
- Working with the Chief Executive and other managers to develop and maintain risk management procedures and appraisal systems for capital projects and all other significant areas of risk.
- Responsibility for the treasury function, including loan compliance for long term funders and that appropriate insurance cover is provided.
- Responsibility for the payroll functions, staff pension schemes and staff life assurance schemes.
- Responsibility for rent accounting and the management of the rent accounting databases
- Responsibility for credit control
- Supporting the Procurement and Partnership manager in promoting efficient and effective procurement across the organisation.

2. Management Responsibilities

- Responsibility for recruitment, discipline, industrial relations, absence management and appraisal arrangements within the division, working within NHH's agreed policies and procedures.
- Coaching and motivating staff and ensuring that training and development needs are identified.
- Ensuring that all dealings with staff are conducted within NHH's equal opportunities framework.
- Playing a full part in the overall management of NHH and the achievement of its objectives through membership of the Executive Management Team.
- Contributing to service and financial planning, the development of aims and objectives and to other information and planning documents as required.

3. Service Responsibilities

- Ensuring that NHH's customer care standards are maintained when dealing with members of the public and internal customers, including an effective response to complaints.
- Taking active steps to promote and publicise the service in order to raise the profile of NHH and ensure that service development and continuous improvement is maintained.
- Ensuring that all duties, including dealings with staff and the public, are conducted within NHH's equal opportunities framework.

4. Financial Responsibilities

- Ensuring that clear financial strategies, plans and policies are in place including long range financial models and forecasts as well as detailed financial plans and annual budgets.
- Ensuring that efficient, effective and comprehensive financial management systems are in place across the company.
- Ensuring that NHH's financial affairs are well managed, well run and accounted for accurately, efficiently and promptly in line with statutory and regulatory requirements and best practice.
- Ensuring that NHH's cash requirements are fully met including the negotiation of new borrowings as well as re-negotiation of existing facilities.
- Ensuring that effective revenues management systems are in place that meet NHH's needs and those of its customers and stakeholders.
- Responsibility for the preparation, review and monitoring of financial regulations, standing orders and authority levels and ensure that they are followed.
- Ensuring that proper accounts and cash flow reports are maintained and that all receipts, payments and financial matters are dealt with in a proper and secure manner.
- Ensuring that all financial information is shared with the relevant staff through the appropriate reporting mechanism and to encourage the development of financial control across the organisation.
- Managing the cash and investments of NHH so as to maximise income within the constraints of flexibility and prudence.
- Controlling and monitoring all expenditure within the division in liaison with finance staff and other managers, in order to ensure that spending does not exceed available budgets.
- Authorising expenditure within agreed financial limits in line with NHH's standing orders and financial regulations.

5. Other Responsibilities

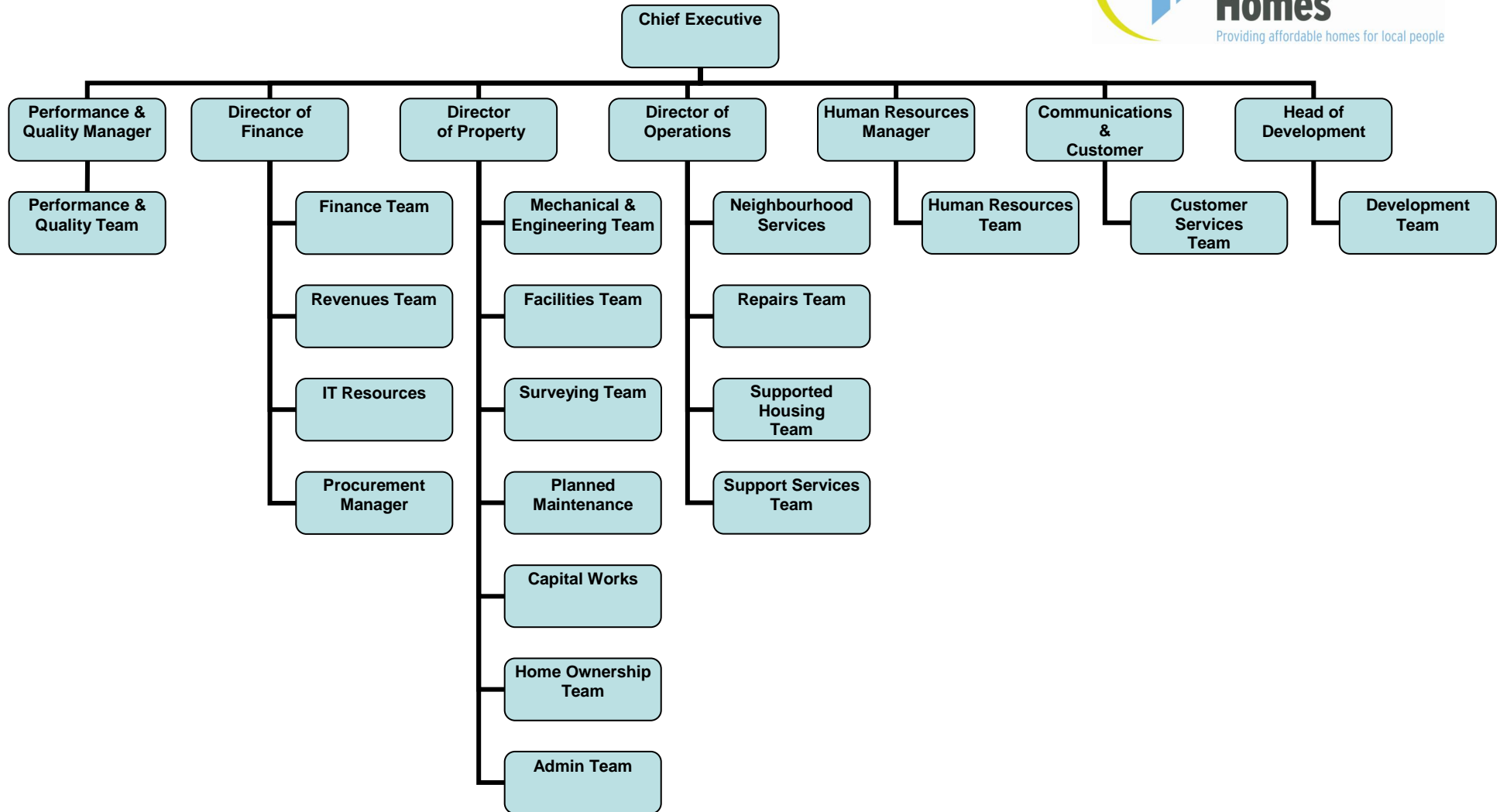
- Preparing reports for and attending meetings with tenants and the Board as required.
- Promoting and taking part in corporate working parties and project teams.
- Maintaining confidentiality of all information gained during the course of employment that relates to other employees, the public, contractors, Board members etc.
- Responsibility for ensuring that all staff in the division work in a safe and healthy environment through the implementation of health and safety at work requirements, including risk assessments.
- Undertaking other duties which may arise or as may be delegated from time to time, appropriate to the grade of the post.

PERSON SPECIFICATION



Key Competencies	Description	Criteria (essential/desirable)	Method of testing
Role Specific Skills	<ul style="list-style-type: none"> Professional accountancy qualification Experience of financial management in a housing association at a senior level Experience in treasury management and loan compliance Understanding of business planning processes Skills in negotiating with banks and other funding bodies Understanding of financial markets that relate to housing Understanding of the regulatory framework governing housing associations 	E D E E E E E	App/ int App/ Int App/ Int/ Test App/ Int/ Test App/ Int/ Test App/ Int/ Test Int/ Test
Commitment to the organisation	<ul style="list-style-type: none"> Provides strategic direction for the organisation to improve performance Ensures organisational compliance with legislation, regulatory requirements and best practice 	E E	Int Int/ Test
Communicating and Influencing	<ul style="list-style-type: none"> Uses communication and influencing skills to progress complex situations and achieve significant impact Creates and implements appropriate communication strategies to support complex projects 	E E	Int Int
Customer Focus	<ul style="list-style-type: none"> Makes sure the organisation continuously develops and improves services most important to customers Identifies good practice and solutions and integrates into service provided 	E E	Int Int/ Test
Embracing Change	<ul style="list-style-type: none"> Uses intuition as well as complex analysis to create a new concept or approach not obvious to others Ensures that the external environment and Government policies are considered when determining strategic direction 	E E	Int/ Test Int
Equality and Diversity	<ul style="list-style-type: none"> Demonstrates ability to incorporate ideas and concepts that creatively challenge norms, to allow for greater fairness, opportunity and diversity Considers how new legislation, EU directives and guidance are integrated into strategy and plans how to manage this 	E E	Int/ Test Int/ Test
Leadership	<ul style="list-style-type: none"> Articulates a vision that creates excitement, enthusiasm and commitment from others Happy to recognise individuals with skills that surpass their own and utilise them to achieve a better outcome 	E E	Int Int
Team Working	<ul style="list-style-type: none"> Develops dynamic ways to introduce new strategies to improve partnership working Promotes partnerships as a means of shaping and delivering services to the community 	E E	Int/ Test Int
Working Efficiently and Effectively	<ul style="list-style-type: none"> Ensures work processes and projects are well targeted, managed and evaluated to deliver strategic aims Works and develops new initiatives that contribute to the development of the organisation 	E E	Int/ Test Int

STRUCTURE CHART



TERMS AND CONDITIONS



Director of Finance

Reports to the Chief Executive and holds responsibility for the Finance Team, including the, Purchase Ledger Team, Rent/Revenues Team, and Payroll; the IT Team and the Procurement & Partnership Manager.

Hours of Work

The hours of work are 37 hours per week. However, you will be required to work such hours as are necessary to fulfil the duties and responsibilities of the post. The nature of the post will require additional hours sometimes at weekends and attendance at evening meetings.

Salary

The salary for the post is up to £95,000 per annum.

Car Allowance

This post is entitled to a car allowance of £4,635.00 per annum and mileage payments for business miles.

Pension

NHH offers a Stakeholder pension, with generous employer contributions based on age. No upper ceiling will be placed on employee contributions.

Both the Company and the employee make the contributions. The standard contribution rates are based on the age of the employee and apply to the basic salary package only:

Age	Company % Contribution	Employee % Contribution
Up to 29	5.0%	2.0%
30 to 39	7.5%	3.0%
40 to 49	10.0%	4.0%
50 plus	12.5%	5.0%

Life Cover – Death in Service Benefit

Members of the NHH stakeholder pension scheme will have 'death in service' cover of 7 x salary. Staff who opt not to join the pension scheme will have cover of 1 x salary.

Annual Leave

The annual leave year runs from 1 April to 31 March. Annual leave entitlement is 30 days plus two extra statutory days and eight public holidays.

Private Medical Health Insurance

This post is entitled to private medical health insurance.

Sick pay

Sick pay is paid in accordance with the following scale:

- | | |
|--|--|
| • During first three months of service | Statutory Sick pay only |
| • Three months to one year service | One month's full pay
One month's half pay |
| • During second year of service | Two months full pay
Two months half pay |
| • During third year of service | Three months full pay
Three months half pay |
| • During fourth year and beyond | Four months full pay
Four months half pay |

The payment of Statutory and Contractual Sick Pay is subject to complying with the sickness notification procedure which is laid out in the staff handbook.

Performance Related Pay scheme

(A non contractual Performance Related Pay Scheme)

A Team based PRP system made up of three key elements:

- Operational plan objectives and performance indicator targets
- Customer satisfaction (external or internal)
- Telephone answering performance

Notice Period

The notice period for this role is three months.

A full statement of main terms and conditions of employment will be supplied with a formal offer of employment. The above information is intended as a guide for applicants and should not be deemed to be a substitute for a formal contract of employment.

Equal Opportunities

North Hertfordshire Homes has a diverse range of employees and are committed to an active Equal Opportunities Policy.

Entitlement to work in the UK

In line with the Asylum and Immigration Act 1997, evidence of entitlement to work in the UK will be required before any appointment is made and those invited for interview will be advised of the documents suitable to meet that requirement.

Conditions of Offer

Any offer of employment is subject to health checks and references that meet with our approval.

Qualifications

Successful candidates may be asked to produce proof of their exam certificates.

Training & Development

We offer in-depth training and performance coaching, to ensure everyone has the support to achieve their potential.

Smoking Policies

NHH has a no smoking policy.

Additional Benefits & Rewards (For information purposes only)

We value our employee's contribution to the success of the business and have a comprehensive benefits package in recognition of this. Additionally to those previously mentioned we offer the following:-

- **Free Eye Care Vouchers**
- **Child Care Vouchers**
- **Child Care Salary Sacrifice Scheme**
- **Employee Assistance Programme**
- **'You at work' lifestyle discounts scheme**
- **Enhanced Maternity, Paternity and Adoption leave**
- **Subsidised social events**
- **Employee of the month – winner receives gift voucher**
- **Staff suggestion - winner receives gift voucher**

KEY DATES



- Closing date for completed applications Thursday 25 March 2010, 12 noon
- Short listing Tuesday 30 March 2010
- First interviews Monday 12 April 2010
- Second interviews Tuesday 20th April 2010 -
Wednesday 21 April 2010

ADVERT

<p>today's homes</p>		<h1>Director of Finance</h1>	 <p>North Hertfordshire Homes <small>Providing affordable homes for local people</small></p>
		<h2>To £95k plus generous benefits Letchworth, Hertfordshire</h2>	<p>North Hertfordshire Homes is a great place to work. Efficient, innovative and financially secure, we have the capacity to grow and focus on delivering quality homes and services. Rated a good two star organisation, we have a strong commitment to developing our local neighbourhoods into real communities.</p> <p>Our Director of Finance is retiring. We seek a dynamic professional with the breadth of housing finance experience and the commercial acumen to help take us onto the next stage in our development. You will have a strong track record in business planning and in treasury management at strategic level, together with experience of leading a finance department.</p> <p>This is a great opportunity to take your career onto the next level in an organisation that is going places!</p>
	<p>tomorrow's communities</p>	<p><i>North Hertfordshire Homes is committed to best practice in equal opportunities. We welcome applications from all sections of the community.</i></p>	
		<p>You can download the job pack from www.campbelltickell.com/jobs call 020 8830 6777 or email recruitment@campbelltickell.com</p> <p>For an informal discussion, please contact Jackie Carter of Campbell Tickell on 0782 8946651 or jackie.carter@campbelltickell.com</p>	
		<p>Closing date: Thursday 25 March. First interviews: 12 April. Second interviews/assessment centre: 20-21 April.</p>	