**Head of Finance**

**Main purpose of the job**

Lead the Financial Control Team to provide a high-quality finance service for ISHA and its customers. Responsible for the processes and controls that safeguard the Group’s financial assets. Statutory and regulatory compliance. Lead the continuing improvement of the key housing and financial databases (and associated processes) used by all staff.

A key aim is to lead in improving the processes and strengthen the financial controls throughout ISHA (not just in the Finance Team), to make ISHA more efficient and minimise financial risk. Acts as a catalyst to drive improvements via systems and processes throughout ISHA. Develop and enhance reporting information and analysis available to key stakeholders (including the Board).

There is also a commercial element to this role, helping to secure new finance as well as advising the Leadership Team and Board on value for money related decisions. The Head of Finance deputises for the Finance Director and Company Secretary as required.

**Department**

Finance

**Team**

Financial Control

**Reports to**

Finance Director

**Directly manages**

Finance and Payroll Accountant, Service Charge Co-Ordinator, Systems Analyst, Systems and Financial Accountant and Finance Assistant

**Salary**

£67,053 - £69,813 NJC points 61 - 63.

**Hours of work**

9 am to 5 pm, Monday to Friday. Flexitime system in place. 35 hours a week.

**Annual leave entitlement**

29 days rising to 31 days after 5 years’ service. ISHA is normally closed between Christmas and New Year and staff must take annual leave to cover the working days between these periods

**Probationary period**

Six months

**Key tasks**

**The Head of Finance is responsible for making sure that all direct reports are supported and managed to provide an excellent service to the Association’s internal and external customers.**

* **Management of Staff.** Timely planning and support to direct reports, including holding regular 1:1’s and timely appraisals. Identify ways to develop your Managers and lead the department to meet our HR procedures. Assist the Finance Director to improve the skills and capabilities of staff through learning and development programmes.
* **Financial Control**. Ensure adequate internal financial controls in place. Provide assurance on controls to make sure ISHA is not exposed to major financial risk. Ensure financial controls are operational by a monthly verification process. Monitor financial systems to make sure they are being used correctly and transactions are being accurately coded. Keep the financial regulations up-to-date and make sure they are followed throughout the organisation.
* **Financial processes and procedures**. Ensure all financial processes are fully and accurately documented in individual written process notes.
* **Financial systems.** Have a detailed understanding of all ISHA’s financial systems and make sure they are operated correctly and efficiently. Ensure that ISHA is not losing money due to errors in financial processes and that strong financial controls are operating at all times to protect ISHA from fraud.
* **System and process improvement outside of finance.** Chair a system and process improvement group that identifies, prioritises and co-ordinates the improvements to processes and systems throughout ISHA to improve the efficiency of the organisation and enhance customer satisfaction.
* **Business Information (BI) Systems.** Work with the Finance Director to roll out Power BI and Power Pivot reports and analysis to empower staff and Directors.
* **Statutory accounting.** Ensure the accurate & timely production of statutory accounts for the ISHA group.
* **Board and Committee papers.** Ensure all the Board and Audit Committee papers are easy to understand, add value, are accurate and produced on time.
* **Deputy Company Secretary.** Support the Company Secretary in all aspects of company secretarial work. Deputise for the Company Secretary as necessary. This includes co-ordinating the strategic risk register and co-ordinating Leadership Team self-assessments on risk into regular Board reports
* **Treasury management.** Ensure cashflow forecasts are prepared to support the most efficient investment of surplus cash in treasury deposits. Draw down on the revolving facility as needed so ISHA always has adequate working capital available. Work with the Finance Director and the external Treasury Advisor in establishing the strategic treasury management plan.
* **Funding.** Work with the Finance Director on negotiations with banks and other financial institutions to secure additional loan finance for the Group. Provide the correct compliance certificates and information to existing lenders throughout the year. Keep bank mandates up to date.
* **Tax compliance**. Comply with tax law, complete returns and payments reclaims accurately and on time.
* **Value for Money.** Analyse the value for money of suppliers and services (both external and internal) enabling Leadership Team (LT) to understand areas of good and bad value for money so it can make informed decisions on spend and service delivery. Highlight areas of spend that are due for or could benefit from re-procurement. Ensure the HouseMark and other benchmarking analysis is put together in an accurate and meaningful way.
* **Strategic medium/ long-term planning.** Work with the Finance Director on the strategic financial planning for the ISHA group. Add commentary, analysis and insight to the financial information presented to LT, the Audit Committee and Board to aid in strategic planning and decision making.
* **Internal and External audit.** Lead in co-ordination of all aspects of internal and external audit.
* **Service charges.** Ensure all service charge accounts have been calculated accurately and in accordance with ISHA policy and that Leaseholder and Shared Owner customers receive their service charge correspondence on time. Enhance the accuracy and quality of financial information received by customers.
* **Grant.** Make sure grant is paid over correctly to our Development Consortium (North River Alliance) partners and is recorded correctly our records.
* **Payroll and Pension.** Oversee the payroll function. Complete the annual pension financial assessment
* **Insurance.** Re-procurement, annual renewal, monitoring and control of insurance claims.

Ensure all assets are adequately insured.

* **Regulatory returns.** Complete the Regulator of Social Housing’s (RSH) quarterly returns, the SDR return and the FVA return. Assist the Finance Director with the FFR return. File annual returns and accounts with the RSH and Financial Conduct Authority.
* **Anti-money laudering (AML)**. Act as the Money Laundering Reporting Officer for the Association. Maintain and update the AML policy and procedure. Produce any necessary reports for the Officer for Compliance (the Finance Director).
* **Day to day tasks:** 
  + - Authorisation of BACS and direct debits on the banking software.
    - Compliance at all times with the Standing Orders and the Equality and Diversity strategy of the Association with regard to the Finance function.
    - To act in accordance with the Policies and Procedures of the Association, including the Equality and Diversity Policy, Health and Safety Policy and Data Protection Policy of the Association, at all times.
    - Make sure that any data protection requests are dealt with efficiently, that their validity is checked and there is an approved response. Keep the Data Protection Register up to date. “Think Privacy” when setting up any project, policy or procedure carrying out a data protection impact assessment as necessary. Monitor compliance for any contracts managed where there is personal data processing
* Take ownership and responsibility for any service related complaints/queries from customers ensuring that the customer experience is positive, professional and within set timescales at all times.
* Manage all contacts in line with ISHAs quality standards, data protection policies and equality

& diversity policy.

* Manage the day to day implementation of the Health and Safety Policy in the team
* Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager

**Person Specification**

**Knowledge and experience**

* Customer focus and involving customers in monitoring and shaping services
* Accountancy qualification - CCAB bodies or ICSA qualified
* Extensive experience of working as a senior accountant, with experience of producing statutory accounts
* Substantial experience in a senior position with staff management responsibilities. Demonstrate leadership in managing and motivating staff
* Experience of meeting regulatory, statutory and lender requirements
* Experience of auditing financial systems and controls
* Experience in setting up and enhancing financial software
* Experience working to tight deadlines

**Skills**

* Excellent communicator, with strong verbal, written and presentation skills including the ability to write and deliver reports.
* Able to present complex material in an accessible format to a range of audiences eg stakeholders and customers and able to present financial information, to non-financial users
* Able to motivate and develop teams to deliver customer focused excellence
* Ability to manage and monitor performance
* Attention to detail
* Ability to problem solve
* Good time management and organisational skills including strategic planning
* Be willing to continue to learn and develop your skills
* Demonstrate a high level of professionalism, working with minimal supervision to complete tasks accurately the first time.
* Team player
* Literate and numerate
* IT skills

**Other**

* Commitment to equality and diversity
* Able to work flexibly, attending meetings in the evenings and at weekends from time to time

**Our Inspirational Leadership Behaviours**

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| **Is a role model:** |
| * Sets a personal example around standards of behaviour expected from others |
| **Listens:** |
| * Actively listens to diverse points of view * Provides support for others ideas and decisions |
| **On message:** |
| * Ensures others are clear about future plans and their part in it |
| **Motivates others:** |
| * Maintains and communicates a positive, yet realistic outlook, in spite of organisational change and challenges in order to sustain morale * Helps others see the personal benefits of doing their job well |
| **Develops staff** |
| * Ensures that people grow in their jobs by learning new skills and developing themselves * Creates a culture where people share their skills |
| **Takes responsibility and accountability** |
| * Demonstrates confidence in other’s abilities * Uses different approaches to empower different people |

**Core requirements – our expectation in attitudes and behaviours**

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| **Passionate commitment to customers:** |
| * Go the extra mile * Willing to adapt in response to feedback, open to learn * Listen to understand what customers need |
| **Pride in Team ISHA** |
| * Aim to get it right first time, learn from mistakes * Share skills, knowledge, encourage and support others * Celebrate success |
| **Trusted to make the difference** |
| * Take ownership and responsibility. Do what we say we’ll do * Take control of our own personal development |
| **Respect for everybody** |
| * Considerate and honest * Work well with diversity * Punctual, prepared, polite * Ask questions, want to learn more |