

Role Description

The Director of Corporate Services and Governance is a business-critical senior leadership role that oversees the delivery of high-quality and efficient services in the areas of finance, human resources, shared services, IT, governance, risk management and quality assurance. The Director is responsible for ensuring that the organisation has robust systems and processes in place to support its strategic objectives and comply with its statutory obligations. The Director will also lead the development and implementation of strategic plans, policies, and procedures to support the organisation's vision and mission.

Job Description

- **Leadership and Management:**
 - Actively participate in the Senior Leadership Team and support the organisation's objectives and aims.
 - Provide strategic leadership and direction to the teams, ensuring compliance with legislation and regulatory requirements.
 - Be the executive lead for the formulation of the Corporate Strategy, Business Plan, and Performance Management Framework.
 - Develop and drive a culture of continuous improvement and excellent service provision.
- **Financial Management:**
 - Ensure efficient financial operations in accordance with policies, regulations, and statutory requirements.
 - Oversee the preparation of the organisation's budget and ensure performance monitoring of management accounts and long-term financial planning.
 - Oversee treasury management activities and ensure compliance with financial reporting requirements.
- **ICT Function:**
 - Ensure the organisation has robust processes to maintain the integrity and security of the ICT network and effective disaster recovery plans.
 - Develop and coordinate an ongoing ICT strategy to meet business needs.

- **Shared Services:**

- Ensure compliance with General Data Protection Regulations and Freedom of Information requirements. Act as the Data Protection Officer for the organisation.
- Responsible for organisational procurement and ensure value for money and efficiency across the organisation.
- Take strategic responsibility for Health and Safety, ensuring outsourced contractors maintain high quality of provision and business operations are safe, risk assessed and adhere to legislation.
- Ensure the organisation has the appropriate business continuity plans in place and that these are reviewed regularly.

- **Governance and Assurance**

- Act as the Company Secretary for the organisation.
- Lead the organisation's approach to quality improvement and management. Ensuring we have an appropriate quality assurance framework in place.
- Ensure the organisation has the infrastructure for timely and accurate management information.
- Act as the SLT member accountable for large scale change initiatives, ensuring we have a change management framework in place and that change initiatives are disciplined and follow set rules.

- **Partnership Working:**

- Proactively engage in partnership working to enhance the organisation's reputation.
- Represent the organisation within the wider community and sector.
- Lead our partnership approach to suppliers and outsourced providers, ensuring they are supported to provide and maintain high quality services.

- **Human Resources:**

- Responsible for the development and implementation of people strategies that enshrine our values and ensure compliance with employment law.
- Lead our talent identification and recruitment strategy, ensuring teams are supported, informed and confident in attracting and retaining the talent we need to deliver and grow.

- Ensure the satisfactory management of complex employee relations issues on behalf of the SLT and ensure accurate HR performance reporting from the People team.
- Use management information to understand and inform others about the internal working environment, engage proactively in addressing employee or culture challenges that may impact the organisation's strategy and lead the team to develop timely plans to address.
- **Strategic Planning and Organisational Leadership:**
 - Make significant contributions to the strategic direction of the organisation by proactively engaging and taking ownership as a member of the Senior Leadership Team.
 - Lead horizon scanning activities, ensuring we use external evidence to support planning and strategic initiatives.
 - Model exemplary values-based leadership behaviours aligned with our organisational values.
 - Foster a culture of collaboration, compassion, respect and accountability.
 - Lead a learning environment philosophy, ensuring CPD is a priority throughout the organisation, and that teams are supported to learn and reflect.
- **Other Duties:**
 - Promote equal opportunities and high service standards.
 - Commit to continuous professional development.
 - Carry out other duties as directed by the Chief Executive or Board.

Person Specification

Essential qualifications:

- A relevant degree (at least SCQF level 10 or above) or equivalent professional qualification in HR, Finance, ICT or Business Management
- A recognised management qualification (SCQF level 10 or higher) or evidence of substantial management training and development that is in line with the learning outcomes of a management qualification.

Desirable qualifications:

- A postgraduate qualification (SCQF level 11 or above) in a relevant field
- A professional membership of a recognised body such as CIPD, CIMA, BCS, CMI, ICAS
- A project management qualification

Essential knowledge and experience:

- Significant experience of leading and managing a range of corporate services functions at a senior level, preferably in the social care or charity sector
- Experience of leading and managing change and innovation, using recognised change management methodologies, within a complex environment
- Demonstrable knowledge and understanding of current employment law and best practice in HR management, learning and development, and employee engagement
- Proven track record of developing and implementing effective HR, EDI, and workforce strategies, policies and procedures that support organisational objectives and culture
- Extensive experience of overseeing the delivery of ICT, digital transformation, marketing and communications projects and services
- Strong financial and commercial acumen, with the ability to manage budgets and ensure value for money
- Excellent leadership and communication skills, with the ability to influence, motivate and inspire others at all levels
- Evidence of strategic thinking and planning, with the ability to translate vision into action
- A robust knowledge of risk management approaches and leading on strategic risk management.
- Experience of working collaboratively and constructively with internal and external stakeholders, including Board members, regulators, funders, and partners

- Commitment to the values and mission of Care Support Scotland, and to promoting equality, diversity and inclusion

Desirable knowledge and experience:

- Knowledge and understanding of the social care sector in Scotland and the regulatory framework that applies to it
- Experience of fundraising, income generation, or business development