

DIRECTOR OF FINANCE AND SUPPORT SERVICES

ROLE PURPOSE

The purpose of this role is to lead, develop and deliver our enabling and support services (Finance, People and Culture, Estates and Facilities, IT, risk and resilience and procurement) in order to deliver *A Wilder Norfolk for All*. In doing this to ensure that these internal teams provide a consistent, enabling, customer- and values-led service to the Trust.

The purpose is also to provide organisational strategic leadership as a key part of the Strategic Leadership Team, bringing both a commercial and a strategic lens to leadership discussions.

REPORTING TO

CEO

LINE MANAGEMENT OF THE FOLLOWING ROLES:

- Head of Finance
- Head of People and Culture
- Estates and Facilities Manager
- IT Manager
- Contractors and volunteers as required

OTHER WORKING RELATIONSHIPS

Within the organisation

Directors, managers, staff, trustees and volunteers as well as staff at all levels as appropriate to the role.

Outside the organisation

Staff within other statutory and voluntary organisations, auditors, bankers, HMRC, suppliers and other regulatory and advisory relationships.

MAIN DUTIES

Organisational Leadership

1. Provide clear, values-based organisational leadership as a key member of the Strategic Leadership Team and a trusted advisor to the CEO. Model our leadership values and behaviours at all times.
2. Ensure that an environment is created for all teams where people are able to bring their best to the Trust

Finance

3. Lead the development of a flexible and robust financial strategy which will support the delivery of NWT's organisational strategy.
4. Monitor, maintain and plan the financial health, security, governance and compliance of the organisation, including provision and interpretation of timely management information and effective cash flow and reserves management.

5. Applying a strong commercial approach and working alongside the Development and Partnerships team, ensure we are strategically planning, modelling and forecasting the future income of the organisation and adjusting our plans and strategies accordingly.

People and Culture

6. Oversee the People and Culture function to enable the delivery of a high quality, customer and values led service across all areas of people and volunteer management, including recruitment and learning and development.
7. Oversee the implementation of the People & Culture strategy.

Estates, Facilities and Health & Safety

8. Ensure that the working environment and physical infrastructure of the Trust is conducive to and supports the culture needed to fulfil the Trust in its aims.
9. Oversee the Estates and Facilities team to ensure that cost effective and efficient processes are in place to support staff, volunteers, and visitors.
10. Lead on all property matters, including legal work related to acquisitions, leases and development of a property strategy to ensure future plans cost effectively meet business needs
11. Ensure that our vehicle fleet is fit for purpose and meets our sustainability aims.
12. Oversee our organisational approach to Health and Safety ensuring all compliance goals are met and exceeded, including overseeing the H&S Working Group.

ICT and Digital

13. Ensure that the organisation has the infrastructure, systems, equipment and skills required for the most effective and adaptable ways of working.
14. Develop and deliver a programme of ICT and digital change to ensure we are managing and using our data for the fullest extent for our members, staff, volunteers and supporters
15. Ensure the organisation is digitally-enabled and skilled so that we are not limited in achieving our mission through our inability to embrace the digital world
16. Ensure that our technology and our use of data is safeguarded, and meets the full expectations of anyone whose data we hold or use

Procurement

17. Develop and deliver a fit for purpose approach to procurement which meets strategic and sustainability needs.

Risk and Resilience

18. Oversee the risk management and assurance approach for the Trust
19. Develop and deliver a fit for purpose approach to organisational resilience planning

General

20. Act as a representative of Norfolk Wildlife Trust in various external fora
21. Lead and model collaboration across the organisation
22. Manage and oversee budgets responsibly and in line with our financial policies and procedures
23. Ensure staff are effectively managed and supported through regular meetings, setting and reviewing of work programmes and objectives, undertaking annual

performance reviews, identifying and implementing training and professional development needs, ensuring that there is effective cover, high standards of discipline and professionalism at all times.

24. Work in accordance with NWT policies, paying particular attention to Health and Safety policy and contribute to the maintenance of a healthy and safe working environment.

25. Any other duties as reasonably requested by the CEO including some out of hours work

PERSON SPECIFICATION

Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Qualified accountant (CCAB recognised or equivalent) with senior level post qualification experience and strong technical skills. • Proven ability to interact at senior leadership and Board level and act as a member of a senior leadership team • Successful experience in a commercial leadership role • Experience of leading and managing small cross functional teams, ensuring that staff can develop to their full potential 	<ul style="list-style-type: none"> • Experience of working in the not-for-profit sector • Experience of managing or overseeing properties and organisational H&S management
Skills and Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • In-depth, up to date knowledge of best practice financial management • Ability to manage complex budgets and develop long term financial modelling factoring in multiple resource demands and variables • A thorough understanding of best practice in HR management and strategy • A thorough understanding of best practice IT systems management and development, and IT support policies 	<ul style="list-style-type: none"> • In-depth, up to date knowledge of best practice HR management and employment law • Knowledge of charity financial management • A thorough understanding of current issues faced by the not-for-profit sector
Personal Qualities	
Essential	Desirable
<ul style="list-style-type: none"> • A commercial approach but ensuring that this is values-led • Strong persuasive communication skills to influence and implement complex plans and strategies, 	

<p>effecting collaborative working with staff, trustees and partner organisations and stakeholders across Norfolk and the UK</p> <ul style="list-style-type: none"> • To be a role model of the values and behaviours required by the Trust • Highly numerate with strong analytical and problem-solving skills • Ability to balance a strategic/big picture perspective without losing the importance and focus to ensure operational delivery. • Ability to manage complex stakeholder relationships. • Ability to be self-directed when working alone and collaboratively as part of a team • Track record of delivering organisational and/or departmental change where flexibility, agility and adaptability are essential • Ability to foster trust by delegating, empowering, and coaching/mentoring 	
Other	
Essential	Desirable
	<ul style="list-style-type: none"> • A clean driving licence or ability to travel to locations not served by public transport

LIMITS OF AUTHORITY

Take full accountability for the implementation of team objectives and programmes, liaising with the CEO regarding direction and priorities

Sign purchase orders and commit expenditure to agreed limits.

HEALTH AND SAFETY

Attached with contract.

RISK ASSESSMENT

Provided with employment contract. Reviewed annually as part of Annual Appraisal