



# Role Profile

## May 2017

<b>Job Title:</b>	<b>Corporate Services Manager</b>
<b>Reports into:</b>	Head of Finance
<b>Direct Reports:</b>	HR Adviser; Admin Assistant
<b>Department/ Location:</b>	Stockwell
<b>Disclosure Level:</b>	None
<b>Role Purpose:</b>	To develop and manage corporate services across SW9 Community Housing including Business Support, facilities management and company secretariat.

### Key accountabilities

#### 1. Effective management of corporate services including the governance

- Manage the organisation's human and physical resources to ensure maximum utilisation, efficiency, effectiveness and quality of service.
- Advise and guide the Executive Director, Board and Committees on the formation, development and application of policy and strategic decisions relating to Corporate Services.
- Develop and embed a culture of customer focus and performance management to ensure high quality and continuous improvement in service delivery.
- Ensure regular and effective staff communication throughout the organisation.
- Ensure that the organisation's approach to data protection and data security complies with good practice and policies and procedures are effectively implemented.
- Develop and continuously improve the organisations approach to risk management.
- Responsibility for servicing Board and Committee meetings as requested.
- Responsible for carrying out Board and Committee administration including maintaining Members register, Register of Interests and acting as the main contact for Board and Committee members.
- Carry out other governance tasks including Company Secretary duties.
- Lead on Corporate Induction and events for staff and Board.
- Maintain the organisation's Policy Register advising Board and management when policies are due to be revised, ensuring the most up to date version of a policy is available and circulated to relevant staff members.

#### 2. Effective management of all business support functions across SW9

- Ensure SW9's business practices and procedures are efficient, represent VFM and meet the requirements of SW9 and are understood and implemented across the organisation.
- Develop and implement internal control management systems and procedures across the organisation including oversight of all internal audits.
- Produce quality performance information and analysis as required.
- Undertake ad hoc compliance checks from time to time, to assist the SMT in evaluating areas for improvement.
- Ensure timely submission of all internal and external reporting e.g. Network Homes, Lambeth Council, Companies House, Charity Commission and other key stakeholders.

#### 3. To contribute to strategic and operational development of SW9

- Contribute to the corporate decision making of SW9.
- Support the development of organisational strategy and policies.
- Provide timely and accurate advice to the Board, Committee and SW9 management on all corporate services matters.

#### **4. Facilities and Office management**

- Oversee contractual arrangements for all SW9 buildings and facilities, ensuring that facilities are fit for purpose, operated within the strategic objectives, provide value for money and are compliant with all statutory and regulatory requirements.
- Manage SW9 archive systems.
- Ensure all maintenance warranties are recorded and filed for safe keeping.
- Keep a central record and oversight of all contracts entered into by SW9.
- Maintain the organisation's Asset Register.
- Provide regular financial reports as required by donors, The Board of Trustees and Senior Management.

#### **5. Health & Safety**

- Ensure suitable and sufficient assessments are made of the risks to the health and safety of employees and others who may be affected by the work of SW9 service areas.
- Support the Property and Estates Services in arranging for systems of work to be developed which are safe and which include a description of the task, safe working procedures, maintenance procedures, information on hazards and emergency procedures.
- Carry out monitoring/auditing as necessary to ensure that inspections, risk assessments etc. are being carried out consistently across SW9.
- Maintain the organisation's Health and Safety Manual and ensure that information is disseminated to all employees.
- Ensure that all staff are familiar with the fire and evacuation procedures and the arrangements for first aid.

#### **6. Monitoring, Evaluation and Learning**

- Contribute to SW9 monitoring and evaluation processes, and specifically in the areas of internal audit and compliance.
- Ensure compliance with Health and Safety, equality requirements and IT policies and procedures.
- Monitor and review service level agreements and contracts annually with a view to improving service delivery and value for money.

#### **7. Represent SW9 at a strategic level**

- Participate in and represent SW9 at relevant meetings and events.
- Cultivate and maintain good relations with Network Homes, partner organisations and stakeholders.
- Support the Executive Director, Board and managers with promotional events that further advance the organisations objectives.
- Support the Executive Director in ensuring that Board members are well informed and up to date on developments affecting corporate services including legislation and best practice.
- To maintain a positive, appropriate and professional relationship with all SW9 staff, partners and stakeholders.

#### **8. Other duties**

- Any other duties commensurate to the role and grade as requested by the Head of Finance or Executive Director, including functional responsibilities and special projects.
- Observe the SW9 Code of Conduct and report breaches to the Chair and Executive Director.
- Inspire and be a role model, consistently demonstrating the SW9 culture and values.
- Attend evening and weekend meetings as required.

**The post holder may be required to undertake duties of a similar nature and at this level elsewhere within in the service.**

## Contacts - External/Internal

- SW9 Head of Finance
- Colleagues within SW9 Community Housing and colleagues within Network Homes
- Contractors
- Other external agencies relevant to role

## Person Specification

### Education

- A good standard of education commensurate to the role.
- A recognised legal or management qualification is desirable.

### Knowledge and skills

- Ability to lead, motivate and develop staff at all levels.
- Strong verbal and written skills including negotiating and presentation skills which ensure clarity and effective communication.
- Knowledge and understanding of Housing regulatory requirements.
- High degree of IT literacy.
- Strong relationship building and stakeholder management skills to liaise with a wide range of people, both internal and external to the organisation.
- Ensures that all work is undertaken in compliance with the Data Protection Acts (DPA).
- High degree of integrity, tact, diplomacy and corporate spirit.
- Excellent time management skills and able to prioritise, plan own workload and show flexibility.
- A demonstrable commitment to personal and professional development.
- Knowledge of contract management, health and safety, risk assessment and building management is desirable.
- Desirably, the candidate will possess a strategic outlook with the ability to drive change where necessary.

### Experience

- A proven track record in managing at a similar level.
- Minimum of 3 years' experience of managing corporate services functions and Business Support.
- Experience of working within the charitable sector is desirable.

## Competencies

**We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-**

**Hungry** – I am ambitious to succeed

- Optimistic: I have a can-do attitude and am focused on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out of my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

**Accountable** – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

**Respect** – I treat everyone with respect and understanding

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

**Together** – I am proud to be one team

- Positive: I talk positively about SW9 as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference