

**JOB PROFILE****Job Details**

<b>Job Title</b>	Depute Chief Executive Officer/ Director of Finance & Corporate Services /	<b>Service Area</b>	Executive Team
<b>Based</b>	RSHA Offices	<b>Report to Responsible for</b>	Chief Executive Officer Finance Officer, Finance Assistant, Corporate Services Officer, Corporate Services Adviser, Governance and Compliance Officer
<b>Grade</b>	Grade 9 (SM 11-13)	<b>Date Completed</b>	June 2022

**Job Summary**

Bringing technical & specialist financial expertise to the role, you will be expected to guide the Rural Stirling Group (RSG) through some ambitious and challenging financial circumstances in the years ahead. Highly professional and possessing excellent analytical skills, together with proven decision making skills, you should contribute to the overall leadership of the organisation as well as to the specific critical role of Financial Management. Being comfortable with the complexity of regulatory environments, you will be able to adopt a mature and detached position when offering professional advice and turning vision and ideas into effective short, medium and long term plans & budgets. Your communication skills, in writing as well as verbally, will be of a high standard, transparent & explicitly clear. Use of initiative and enterprise will be important, whilst remaining an essential part of the overall team ethos.

**Behaviours & Competencies****Our Organisational Competencies**

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgement
- Taking personal pride
- A sense of humour and proportionality

We want our Depute Chief Executive Officer/Director of Finance & Corporate Services to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do
- Remove the barriers that get in the way of financial health & sustainability
- Creating an environment of rapport & credibility
- Ensure two-way dialogue with teams
- Finding creative solutions for Board Members
- Strong, dynamic leadership
- Ability to plan for the future in clear & recognisable terms
- Sensitive in managing relationships with stakeholders & staff
- Strategic thinker, who can turn vision into effective budgets & plans
- Analytical, critical thinker, who can focus on the essentials
- Highly skilled listener
- Excellent communication and interpersonal skills
- Ability to ensure that staff are confident using their own initiative
- Self-aware and self-motivated to realise your full potential
- Inspire others to achieve their full potential
- Excellent organisational ability and time management skills
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent RSG in a positive and effective manner
- Take responsibility for achieving excellent performance results

## Person Specification

Our DCEO/DFCS must demonstrate the behaviours and competencies identified.

### Skills and Abilities

#### Essential

- Experience of a Senior Role in Financial Accounting and Corporate Services
- Track record in improving performance through astute financial management
- Strategic & tactical operator, alert to opportunities & risks
- Experience of working in a regulated environment
- Experienced in generating productivity gains and efficiencies
- Excellent interpersonal, written and communication skills together with a high level of emotional intelligence
- Skilled motivator, who can galvanise people into delivery
- Track record of working in collaboration with volunteers & partners
- Passionate about delivering and cultivating excellent customer service
- Ability to recognise and value diversity and take appropriate action when there is evidence of discrimination or inequality.
- Ability to skillfully manage conflict with internal or external customers, break down barriers and use innovative approaches to solve problems.
- Ability to negotiate and influence.
- Ability to develop and implement projects at a strategic level.
- Ability to interpret and analyse complex data, review alternative solutions and reach well informed conclusions.
- Competent in the use of Microsoft Office products, including Word, Excel, PowerPoint, and Project.
- Resilience and stamina required to fulfil a demanding and role.
- Highly professional, with integrity, high personal standards, and honesty.

#### Desirable

- Experience of working at a senior level in the social housing sector
- Understanding and demonstration of organisation's core values.
- Able to make sound judgements, confident in own knowledge, able to give advice to others and be accountable for that advice.
- Networking abilities, sound political judgement and ability to promote the RSG

### Qualifications

#### Essential

- Educated to degree level
- Relevant professional memberships & qualifications – CCAB
- Demonstration of continual and effective personal development.

#### Desirable

- Second degree or equivalent professional qualification in housing

### Other

#### Essential

- Willingness to work flexibly to meet the different needs of customers, Board members and the communities within which we work.

## Job Outputs

### Role output

### Includes the requirement to:

#### Governance and Compliance

- Ensure the Boards/Committees/Working Groups of RSG are supported appropriately and are able to make decisions based on good quality information and advice
- Ensure compliance with appropriate legal, regulatory and accounting requirements, including SHR, OSCR, FCA etc
- Advise the Board/ Committees appropriately on matters of Governance, Financial & Risk Management, HR, Health & Safety, Audit & Regulation
- Take Lead Officer responsibility for Audit & Risk Committee
- Ensure that all policies and procedures are current, relevant & compliant with all necessary regulation/ legislation

Performance	<ul style="list-style-type: none"> <li>• Drive a culture of continuous improvement and innovation to ensure RSG achieves exemplary performance in all areas of customer, business and people results</li> <li>• Drive forward Value for Money Strategy and Policy and efficiencies across the organisation</li> <li>• Review budgets &amp; plans regularly &amp; systematically, ensuring spending is in line with expectations</li> <li>• Anticipate any likely shortfall or deficit in finances and take any necessary remedial action to restore finances to a level in line with expectations</li> <li>• Ensure value for money is at the heart of the organisation's culture to achieve the best outcomes for tenants</li> </ul>
Strategic Business, Financial Planning and Risk	<ul style="list-style-type: none"> <li>• Assist with the development of Strategic and Corporate Planning</li> <li>• Manage RSG finances in line with its full suite of financial policies, regulations &amp; procedures, budgets and business plans to ensure the short, medium and long term financial and commercial health of the group</li> <li>• Lead the Board &amp; Staff through budget/business planning process</li> <li>• Devise a budget &amp; financial plan that is ambitious, yet achievable</li> <li>• Review, revise &amp; adapt budget &amp; plans in line with business performance &amp; long-term strategic objectives</li> <li>• Act as RSG's Risk Manager in line with the Group Risk Management Framework</li> <li>• Develop and embed risk management both strategic and operational levels of the business</li> <li>• Be responsible for the development of risk based and proportionate external and internal audit arrangements</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>• Communicate financial targets &amp; intentions to all audiences (Board, Regulator, Community, Staff &amp; Stakeholders)</li> <li>• Report to Board, community &amp; relevant stakeholders on progress against key financial targets, using clear &amp; explicit methods to suit each audience</li> <li>• Report on Risk, HR, and Health &amp; Safety performance to Board and other Stakeholders</li> <li>• Work within the Regulator's framework, to provide all necessary assurance and confidence in RSG's long-term planning &amp; performance</li> <li>• Ensure all other statutory &amp; stakeholder reporting is prepared and carried out on time and to a high standard</li> </ul>
People and Human Resources	<ul style="list-style-type: none"> <li>• Act as a role model for RSG's values &amp; ideals</li> <li>• Deputise for the Chief Executive in his/her absence</li> <li>• Create &amp; maintain a team environment where people can flourish &amp; give their best</li> <li>• Develop, deliver and maintain HR and corporate support services. Provide the above in consultation with the CEO and ET and specialist advisors where appropriate to ensure that RSG as an employer complies with equality and diversity policy and strategy and all other legal and regulatory requirements.</li> <li>• Ensure that professional training &amp; development is a priority, within budgets &amp; time allowed</li> <li>• Assist with driving forward organisational development and employee engagement through employer accreditation schemes for example Investors In People and Healthy working lives</li> <li>• Ensure that poor or under performance is dealt with swiftly &amp; appropriately</li> <li>• Take steps to prevent or address internal conflict or breaches of discipline</li> <li>• Create &amp; maintain own team staff performance &amp; development framework that is fair &amp; stretching in equal measure</li> <li>• Promote diversity &amp; equality of opportunity at all times, to staff within teams, tenants &amp; residents</li> </ul>
Group subsidiary, Factored owners and Private Tenancies	<ul style="list-style-type: none"> <li>• Act as a Director on the Board of our subsidiary Venachar Ltd</li> <li>• Assist with the management of services for factored owner-occupied properties and private tenants through our subsidiary organisation, Venachar Ltd</li> </ul>
Resource Management	<ul style="list-style-type: none"> <li>• Identify potential new partnerships &amp; collaborative opportunities that will enable RSG to manage its assets &amp; finances to best effect</li> <li>• Ensure the provision and operation of all IT systems, including hardware, software &amp; networks, is fit for purpose and that a plan exists for business continuity, maintenance &amp; re-provisioning</li> <li>• Specifically, ensure that all financial systems are current &amp; resilient, to enable the provision of up to date &amp; accurate records &amp; reports</li> <li>• Ensure that the physical environment within RSG is maintained regularly and upgraded where necessary, to enable staff and Board Members to work effectively</li> </ul>

Continuous Improvement	<ul style="list-style-type: none"> <li>• Provide a high level of external and internal customer service at all times to ensure RSHA meets and endeavours to exceed customer expectations.</li> <li>• Ensure that self-evaluation and quality enhancement is embedded in all RSHA activity, including effective service monitoring, review and evaluation processes..</li> <li>• Empower your team to act with minimum supervision needed to ensure probity and efficiency.</li> <li>• Taking ownership for the management and effective operation of our Complaints Handling Process, with a robust investigation process that demonstrates how we learn from the complaints we receive.</li> <li>• Undertake the role of complaints investigator for the RSG in line with our Complaints Handling Procedure and Processes.</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• This role has responsibility for leading, managing and developing a culture of health and safety across the organisation.</li> </ul>
Health & Safety Role Specific Training Requirements as identified in the RSG Training Needs Analysis (TNA)	<ul style="list-style-type: none"> <li>• Health &amp; Safety Basics for Office Based Staff (Mandatory)</li> <li>• Accident Investigation (Mandatory)</li> <li>• DSE Awareness Assessment (Mandatory)</li> <li>• Fire Safety Management Responsible Persons (Mandatory)</li> <li>• Landlord H&amp;S Basic Requirements (Mandatory)</li> <li>• First Aid Training (Mandatory)</li> <li>• Duty to Manage Asbestos (Essential)</li> <li>• CDM Awareness (Essential)</li> <li>• Basic Legionella Overview (Essential)</li> <li>• Business Continuity and Emergency Scenario Testing (Essential)</li> <li>• Driving for Work Awareness (Desirable)</li> <li>• Fire Risk Assessment (Inspection/Review) (Desirable)</li> <li>• IOSH Leading Safely (Desirable)</li> <li>• Lift Safety Management (Desirable)</li> <li>• Lone Working and Personal Safety (Desirable)</li> <li>• Manual Handling Awareness (Desirable)</li> <li>• Stress Management Basics (Desirable)</li> <li>• Understanding Electrical safety Servicing Requirements &amp; EICRs (Desirable)</li> <li>• Understanding Gas Safety Servicing Requirements CP12s (Desirable)</li> <li>• H&amp;S Training for the Board (Optional)</li> <li>• Fire warden Training (Optional)</li> <li>• Legionella Awareness Level 2 or P900 (Optional)</li> <li>• Legionella Management Level 3 or P901 (Optional)</li> <li>• Managing Contractors (Optional)</li> <li>• Mental Health Awareness (Optional)</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Represent RSG at external fora and forums to ensure RSG is presented in a professional and positive light wherever possible including events out with normal office hours.</li> <li>• Such other relevant duties as may be determined from time to time.</li> </ul>
<b>Interdependencies</b>	
<ul style="list-style-type: none"> <li>• RSG</li> <li>• Chief Executive</li> <li>• Chair of Audit &amp; Risk Committee</li> <li>• Board Members</li> <li>• Staff team</li> <li>• Scottish Housing Regulator</li> <li>• External and internal auditors</li> <li>• Lenders and Banking sector</li> <li>• Pensions service</li> <li>• Community stakeholders</li> <li>• OSCR</li> <li>• Financial Conduct Authority</li> <li>• Local Authorities/ Scottish Government</li> <li>• Loch Lomond and Trossachs National Park</li> </ul>	