

Job Description

Head of Corporate Services

Responsible to: Chief Executive

Role type: Senior Leadership Team (SLT)

Location: Head Office with agile working

Salary: £53,000 per annum

Role Purpose

The Head of Corporate Services is a senior strategic leadership role responsible for the effective management and development of the organisation's corporate functions, with a primary professional lead for finance, accounting and financial governance.

The postholder will ensure strong financial stewardship, robust governance, and high-quality corporate support that enables safe, effective and sustainable delivery of care and support services. The role plays a critical part in organisational resilience, assurance to the Board, and delivery of the Workforce Excellence and financial sustainability strategies.

Key Responsibilities

Strategic Leadership & Governance

- Act as the organisation's lead officer for Corporate Services, contributing to the Senior Leadership Team and organisational strategy.
- Provide clear, high-quality assurance to the Board on financial performance, risk, compliance and governance.
- Lead on organisational planning, budget setting and long-term financial sustainability.
- Ensure compliance with charity law, financial regulations, funder requirements, and internal governance frameworks.

Finance & Accounting (Professional Lead)

- Hold overall responsibility for financial management, accounting and control, including:
 - Management accounts, budgets, forecasting and cashflow.

- Statutory accounts, external audit and year-end processes.
 - Payroll oversight and pension arrangements.
- Ensure strong internal financial controls and risk management arrangements.
- Translate financial information into clear, accessible reports for nonfinancial managers and Board members.
- Support service areas with financial insight to drive performance, value for money and informed decision-making.

Corporate Services Leadership

- Provide strategic oversight of Corporate Services functions, including (as applicable):
 - Finance and payroll
 - Governance and compliance
 - People and Culture
 - Digital systems and data
 - Corporate policies and procedures
- Lead and develop Corporate Services staff, promoting professional standards, accountability and continuous improvement.
- Ensure Corporate Services systems and processes are efficient, proportionate and fit for a growing care and support charity.

Risk, Compliance & Assurance

- Lead on corporate risk management, including maintenance of the organisational risk register.
- Support regulatory compliance by providing financial and governance assurance that complements service-level quality and Care Inspectorate requirements.
- Ensure appropriate policies, delegations and controls are in place and reviewed regularly.

Partnership & External Relationships

- Act as the organisation's senior professional contact for auditors, bankers, funders and external advisers.

- Support funding, tender and contract arrangements through robust financial input and due diligence.
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Values & Leadership

- Model compassionate, inclusive and values led leadership aligned to the organisation's values and mission.
 - Promote a culture of openness, accountability and learning across Corporate Services and the wider organisation.
 - Champion equality, diversity, fair work and wellbeing in leadership practice.
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Person Specification

Essential Qualifications & Professional Status

- CCAB-qualified accountant (ICAS, ACCA, CIMA, CIPFA or equivalent)
 - Evidence of continuing professional development (CPD) in finance and/or leadership.
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Essential Experience

- Senior level responsibility for finance and accounting, including budgets, management accounts, and statutory reporting.
 - Experience of working with or reporting to a Board or Trustees, providing clear financial assurance.
 - Leadership experience within a complex organisation, ideally within the third sector, health, social care or public service environment.
 - Experience of managing auditors and external financial scrutiny.
 - Proven ability to lead, manage and develop professional staff.
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Essential Skills & Knowledge

- Strong technical knowledge of financial management, accounting standards and controls.

- Ability to interpret and communicate complex financial information clearly to nonspecialists.
 - Sound understanding of risk management, governance and compliance.
 - Strategic thinking combined with strong operational discipline.
 - High level of integrity, judgement and professional credibility. Essential.
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Desirable Experience & Knowledge

- Experience in the care and support, social care or charity sector.
 - Knowledge of Care Inspectorate, commissioning or local authority funding environments.
 - Experience contributing to organisational change, growth or transformation.
 - Understanding of charity governance and regulatory requirements (e.g. OSCR).
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Personal Attributes

- Values driven, with a commitment to high-quality care and support.
 - Calm, credible and resilient leader, able to operate effectively during change.
 - Collaborative and approachable, with the confidence to provide challenge where required.
 - Organised, analytical and solutions focused.
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