



*Would you like to join the Senior Management team of a housing association that provides housing for families and single people in need in south-east London, where tenants take an active role in decision-making?*

## Head of Finance and Operations

## Candidate information pack

## July 2023

## About us

CHISEL Housing Association is a small, registered provider with a 40-year legacy as a tenant-led housing association that remains committed to the traditional roots and values of the original housing association movement.

The organisation's 240 property portfolio consists of general social housing, houses in multiple occupation (HMOs), self-built homes and properties managed by partner agencies with primary locations in south-east London, Brighton, and Colchester.

CHISEL's financial position is strong, although challenging external and internal factors have resulted in successive years of under-performance and for this reason, an ambitious transformation programme is being undertaken to ensure:

- tenants have a strong voice
- excellent customer services
- value for money and efficiencies
- strong governance

We are recruiting a Head of Finance and Operations to join us on a permanent, full-time basis. This is a new role for us which will have an essential part to play in our transformation plan, which places our tenants at its heart.





## Vision and values

Our vision is to provide good quality housing for families and single people, where residents can if they wish take an active role in planning for their communities.

### **CHISEL's Values**

- Focus on what really matters to residents
- Treat everybody as we would like to be treated
- Value people as individuals with different needs
- Being well-governed, accountable, independent and financially strong
- Working collaboratively
- Striving constantly towards a better service

## Our journey

As CHISEL moves into its ambitious transformation programme, our work and impact are expanding. Alongside this, our team and operational function which support them will also need to grow.

Payroll has recently been outsourced, although this will require a further review and evaluation and we have begun exploratory discussions regarding the potential use of new technology to deliver efficiencies.

As Head of Finance & Operations, you will have real ownership of your work in finance, housing management and maintenance. Working with the CEO to develop organisation-wide systems and processes, you will judge which of the existing processes should be kept and which need adapting, as well as developing new systems to underpin effective working as the organisation grows. Our work is fast-paced, and there is a culture of being reactive and flexible as the needs of the organisation change and evolve. If this sounds exciting rather than daunting, then this could be the role and team for you!

# Role description: Head of Finance and Operations

<b>Location</b>	188a Brockley Rd, London, SE4 2RL.
<b>Contract</b>	This is a full-time permanent role. We operate a hybrid working policy, whereby time can be split between the office and remote working, with three days a week in the office.
<b>Salary</b>	circa £60,000
<b>Annual leave</b>	27 days plus bank holidays
<b>Benefits</b>	Generous employer's contribution towards company pension scheme (10%)

## Overall purpose

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The Head of Finance and Operations is a key role, within a small housing association, with principal responsibilities for the effective management of the organisation's financial planning, controls, reporting and systems, the housing management function and maintenance/facilities. The person will also be required to deputise for the Chief Executive.

The aim is to provide strategic oversight, ensure effective delivery of all operational functions, and provide accurate and timely financial and management reporting information with a focus on continuous improvement.

The role reports to the CEO and has four direct reports: a full-time Finance Officer, two part-time Housing Managers and a full-time Compliance and Repairs Manager.

## Key Responsibilities

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### Leadership

- Lead and inspire the finance and housing management teams, set clear direction and accountability, and create a culture of continuous improvement
- Work collaboratively with Chief Executive and Board to set strategic and operational objectives, targets and KPIs

- Lead the development and implementation, monitoring and evaluation of finance and housing management procedures to ensure compliance, continuous improvement and proactively identify manage and mitigate risks
- Lead a proactive approach to the end-of-year audit process, undertaking a hands-on-roles as necessary
- Provide strategic and operational advice to the Chief executive, Board and other colleagues as necessary
- Liaise with all statutory and regulatory stakeholders and ensure all requirements are met within relevant deadlines

### **Financial Reporting**

- Ensure all financial reporting requirements are met in a timely and effective manner
- Oversee the production of monthly management accounts in a consistent, accurate and timely manner and include advice on key variances and any remedial action required
- Work collaboratively with Chief Executive and colleagues to produce and present quarterly financial and operational performance reports for the Audit and Risk Committee
- Lead the year-end audit process, acting as the point of contact with auditors and providing support in the production of the statutory accounts. Ensure compliance with relevant financial accounting standards

### **Financial Management**

- Oversee excellent financial management for the whole organisation
- Manage working capital and cashflow across the organisation, including effective management of debtors and creditors
- Ensure effective financial controls, processes and policies are in place and aligned to the relevant accounting, legal and regulatory requirements
- Lead and continuously review financial planning, budgeting and forecasting processes
- Ensure the organisation's tax compliance is recorded and reported accurately
- Oversight of outsourced payroll service with legal requirements
- Provide senior leadership and work collaboratively with all colleagues, Board and committee members to participate and utilise financial and operational information, reporting and advice to support decision making

- Embed and maintain an organisational culture of excellent financial management and commercial decision making

### **Housing Management**

- Provide strategic leadership for the delivery and development of excellent housing management services, take responsibility and be accountable for ensuring all key performance indicators are relevant and achieved
- Utilise information and data to advocate for customers to ensure that customers' voices and experiences are at the heart of all decisions, improvements, involvement and engagement activities
- Lead the implementation of housing management strategies and operational plans, ensuring budgets are appropriately planned and managed
- Lead and motivate the Housing Team to ensure openness, transparency, active listening and learning at every opportunity, and keep abreast of all legislative and statutory requirements, and best practices to ensure compliance and high-quality, inclusive services
- Build and develop locally embedded services and line manage the team, ensuring that they work collaboratively
- Proactively contribute to housing management strategy and operational plans

### **Person specification**

- Qualified accountant with significant post-qualification experience, strong commercial acumen and strategic thinking skills, adept at identifying financial risks and developing strategies to manage and mitigate financial risks
- Experience and knowledge of statutory financial reporting and leading a Finance function alongside management of outsourced providers
- Proven experience of designing, implementing and managing all elements of corporate finance necessary for the efficient running of a registered housing association
- Strategic and operational housing management knowledge, and experience of the legal and regulatory requirements of social housing
- Significant experience as an effective leader, with the ability and willingness to provide hands-on support, to motivate, coach and encourage others to continuously improve

their own abilities and the organisation's potential using a broad range of performance tools and interventions

- Excellent written and oral communicator, able to tailor delivery to the audience with proven experience of supporting and influencing Executive, Board and stakeholders
- Collaborative and confident relationship builder with strong stakeholder management skills, a team player, creative problem- solver and strategic thinker who enjoys working with others

### **Statement on Diversity**

We are looking for people who can act as advocates for CHISEL and who will be committed to our mission and tenant-led approach. Our approach to diversity supports everything we are committed to doing; we expect all our staff and board members to demonstrate a personal commitment to diversity in all its guises. We know that people from different backgrounds bring perspectives and skills that can create fresh ideas, thinking and approaches, making the way work is undertaken more effective and efficient.





## How to apply?

Please [click here to apply](#) by submitting your CV and a cover letter which should indicate why you are interested in applying for the Head of Finance and Operations role and how you meet the role requirements.

If you would like a call to discuss the role in more detail, please email Paul Venning at [p.venning@eastsidepeople.org](mailto:p.venning@eastsidepeople.org) to arrange a convenient time. Having a call of this kind will not influence the success or otherwise of your application.

We want you to have every opportunity to demonstrate your skills, ability and potential; please get in touch with us if you require any assistance or adjustment so that we can help with making the application process work for you.

The closing date for applications is **Monday, 7 August**, with shortlisting interviews taking place the week after with Eastside People. Interviews with CHISEL will take place towards the end of August.





# Eastside People

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Eastside People is the trading name for Eastside Consulting Ltd. Company number: 4958922.