

Role Description – Director of Corporate Services

Role title	Director of Corporate Services	Department	Corporate Services
Reports to	Deputy Chief Executive	Reports	3
Key relationships / interfaces	Internal:	Executive, Leadership Team, Board and Board Committees; Company Secretary and other head office staff.	
	External:	Third-party suppliers and contractors, including banking and investment services, auditors, technology partners and hosting organisations; consultants and advisers; HM Revenue and Customs; other regulatory bodies; members and qualification takers.	
Role purpose	<p>As a member of the Leadership Team, the job holder will support APM in delivering its strategic objectives in a financially responsible way, embracing the power of technology to maximise effectiveness and build customer brand loyalty.</p> <p>Responsible for leading the technology and finance functions within APM, providing a first-class service to internal and external users.</p> <p>Ensure long-term financial stability aligned to growth plans. Advocate good governance and maintain a strong controls environment, including full compliance with statutory requirements. Lead the annual cycle of business and financial planning and oversee the subsequent monitoring of performance.</p> <p>Ensure operational effectiveness of APM systems is in place by maximising efficiency and embracing customer-centric technology solutions to support this; you will provide leadership and oversight for all technical development.</p> <p>Working closely with leadership team members you will effectively navigate short-term and long-term resource planning and budgeting to deliver world class service for our customers and internal teams.</p>		
Breadth of responsibility	<p>This leadership role is responsible for all financial activity with the scope for making decisions within agreed authority and preparing proposals to the Executive relating to APM's financial strategy.</p> <p>Offer a full range of technology solutions needed to effectively deliver the vision, strategy and resulting business plans, considering the latest technologies that are relevant to APM and its aims.</p>		
Dimensions and limits of authority	<p>Authority limited to agreed plans, staffing and budgets as part of the business planning process, APM Strategy, Business Plan and budgets.</p> <p>Fiduciary governance is the responsibility of the Executive and Board. Changes in delegations are approved by the Board and carried out in accordance with APM regulations.</p>		

APM Values	The role holder will be expected to operate in line with our company values of: <ul style="list-style-type: none"> Progressive Warm Excellent Thoughtful 	
Key responsibilities / accountabilities		Key performance measures
<u>Key Responsibilities</u>		
<i>Leadership & Management</i>		
<ul style="list-style-type: none"> Be an effective and proactive member of the APM Leadership Team contributing to a high performing inclusive culture. Lead and continuously develop/improve corporate services to be as efficient and effective as possible within budget constraints. 		<ul style="list-style-type: none"> Positive engagement with wider Leadership Team Clearly identified behaviours that achieve objectives Action taken on feedback from peers
<ul style="list-style-type: none"> Provide leadership and direction to the staff within the Finance and Technology teams ensuring that they are appropriately line managed and supervised. Direct line management responsibility for Head of Finance, Head of Digital and Head of IT and monitor their respective budgets. 		<ul style="list-style-type: none"> Development plans in place and actively managed. Employee satisfaction and staff retention Achievement of high performing teams (goals and SLA targets achieved or exceeded) Increased productivity (efficiency) and output (effectiveness)
<i>Planning & control</i>		
<ul style="list-style-type: none"> Support the Deputy CEO in developing APM in line with strategic and business plans 		<ul style="list-style-type: none"> Provide clear reports on progress and issues Anticipate possible issues impacting on future plans suggesting possible solutions Plans and processes ensure no surprises to ensure confidence in business delivery
<ul style="list-style-type: none"> Ensure the continual development and delivery of an ICT strategy that meets the changing and future needs of APM, embracing new technology and creating efficiencies. 		<ul style="list-style-type: none"> New solutions and options are proactively investigated and identified Options are put forward for consideration with clear rationale and potential business benefit
<ul style="list-style-type: none"> Ensure that best practice internal financial and IT policies, procedures and controls (including appropriate insurance) are in place, documented and working effectively 		<ul style="list-style-type: none"> Statutory and other regulations are adhered to Fraud risk is minimised Assets are safeguarded Data is protected

<p><i>Financial reporting and audit</i></p> <ul style="list-style-type: none"> Report on APM's current and future financial health, including income and expenditure and investment portfolio, as well as long-term capital planning and funding 	<ul style="list-style-type: none"> Clear accounts are prepared on time and presented to the Leadership Team, Board and other stakeholders as required Commentary is given on areas for improvement Financial opportunities are identified (and where appropriate presented to the Board for approval) An agreed annual budget for revenue, capital and cash, together with a 3-year financial forecast and commentary is prepared Effective management of the investment portfolio, cash flow, revenue and operating and capital expenditure
<ul style="list-style-type: none"> Lead the preparation of all statutory accounts and key financial statements 	<ul style="list-style-type: none"> Appropriate financial systems and controls are in place APM is compliant with all statutory requirements, is solvent and receives no financial penalties for non-compliance Team produces accounts and statements accurately and on time, in accordance with reporting standards
<ul style="list-style-type: none"> Lead audit work, internal and external 	<ul style="list-style-type: none"> APM is compliant and receives no penalties for non-compliance Audits completed by the deadlines Action plan developed, and progress tracked in response to audit findings Company procedures and systems are appropriate to the production of the necessary information
<p><i>Tax management</i></p> <ul style="list-style-type: none"> Oversee and advise on taxation issues using external advice as appropriate 	<ul style="list-style-type: none"> Up to date information is maintained about taxation and APM's liability Staff are trained as appropriate in how to manage the taxation elements of the accounts and audit them to ensure that all tax is correctly calculated and paid
<p><i>Procurement & supplier management</i></p> <ul style="list-style-type: none"> Ensure strong procurement management. 	<ul style="list-style-type: none"> Tender process is proactively managed with supplier deals in place which benefit APM and which contain service level agreements against which the contract can be measured Key contracts effectively managed Managers across APM supported to make effective contract and procurement decisions

	<ul style="list-style-type: none"> Value for money achieved on all contractual arrangements
<ul style="list-style-type: none"> Build positive proactive relationships with technology, insurance, audit and banking suppliers where expectations are clear and monitored effectively and identify and negotiate new sustainable partnership agreements, based on the needs of APM and users, including ongoing service agreements (and support and upgrades where applicable). 	<ul style="list-style-type: none"> Plans delivered to time and cost with expected deliverables
<p><i>Systems development</i></p> <ul style="list-style-type: none"> Oversee the development and enhancement of existing systems and the integration of new systems, identifying where technology can help APM operate more effectively, and to source possible solutions aligned to the overall strategy (external and internal focus) Keep up to date with technology and advise on how new technological solutions and their implementation can meet finance, business and system requirements. 	<ul style="list-style-type: none"> Tangible evidence of improvements in services measured through user feedback and agreed KPIs Effective implementation of all new systems and system enhancements ensuring they are fit for purpose and developed using a user-centric design approach Solutions are scheduled appropriately with other development or system upgrades Users are adequately supported to transition to new technologies effectively so old systems can be terminated at an appropriate time Established efficiency and efficacy standards, providing recommendations for improvement of IT infrastructure.
<p><i>Data security</i></p> <ul style="list-style-type: none"> Be the responsible owner of data within APM, ensuring its systems and technology interfaces are secure, fully comply with data protection requirements and undergo regular testing and review 	<ul style="list-style-type: none"> Systems, networks, and enterprise information are secure. Regular external testing confirms this is the case Only relevant and appropriate data is captured Data is correctly stored, secure and cleansed Avoidance of data loss / security breach

Person Specification – Director of Corporate Services

Attribute	Description	Essential / desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree level • Member of relevant professional body • Advanced technical or managerial qualifications 	<ul style="list-style-type: none"> • Essential • Essential • Desirable
Experience	<ul style="list-style-type: none"> • Proven ability as a leader, preferably in a non-profit organisation and with diverse teams • Effective team management in a technical environment • Financial and business planning • Introducing new technologies to an existing environment and development of user-focused solutions • Commercial and business acumen • Contract negotiations and supplier management to deliver effective solutions • Change management/project management • Experience of working with CRM, web and interfaces/API linking technologies • Exposure to audit 	<ul style="list-style-type: none"> • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Desirable • Desirable
Knowledge	<ul style="list-style-type: none"> • Integrated web, finance and CRM solutions • Familiarity with cloud-based solutions and hosting partners • Integrating emerging technologies with existing internal systems • Understanding of data analysis, risk management and forecasting methods • High level knowledge of accountancy techniques and principles • Understanding of human resources issues • Non-for-profit & private organisation environment 	<ul style="list-style-type: none"> • Essential • Essential • Essential • Desirable • Desirable • Desirable • Desirable
Skills	<ul style="list-style-type: none"> • Leadership and management • Excellent communication skills – written and verbal • Budget management • Ability to explain technical terms in simple language 	<ul style="list-style-type: none"> • Essential • Essential • Essential • Essential

Attribute	Description	Essential / desirable
Behaviour / competency (9)	<ul style="list-style-type: none"> • Adaptability • Analytical thinking / problem solving • Written and verbal communication skills • Decisiveness • Developing and coaching others • Initiative and proactivity • Leadership • Planning and organizing • Resilience • Results Orientation • Technical and professional expertise • Data driven 	<ul style="list-style-type: none"> • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential