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| **GWHA: ROLE PROFILE** | | | |
| **JOB TITLE** | Finance and ICT Director | **GRADE** | EVH Grade SM10-12 |
| **REPORT TO** | Chief Executive | **DATE COMPLETED** | June 2025 |
| **CORE RESPONSIBILITIES**  Director and Lead officer of a GWHA division; responsible through the Chief Executive to the Management Committee for developing and driving sustainable, robust strategies, policies and performance; and for the promotion of GW’s vision and values, through effective leadership, direction and alignment of financial, ICT, business continuity and risk management services for GWHA (charitable RSL) and its trading subsidiary Glasgow West Enterprises (GWEn). A member of the Executive Team, creating a culture of continuous improvement through strategies and initiatives for enhanced customer service, optimum performance and robust governance. Reporting to the Governing Body and other stakeholders on matters within the scope of role (including attending meetings). High level of technical/specialist knowledge and focus on delivery of core internal/external services, performance and compliance. | | | |
| SCOPE: Towards 2028: Shaping Thriving CommunitiesImmediate to medium term role in leading sustainable internal and external services through the Finance and ICT division: with key roles in ensuring sound financial management, planning and reporting; driving ICT and office management services to enhance customer services and support growth; and developing robust frameworks to ensure business continuity and the effective management of risk. | | | |
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| **KEY TASKS include:**   1. Lead a small team of staff, including annual performance reviews, SMART team Plans and regular planning and support. 2. Direct Group financial management and planning for GWHA (charitable RSL) and GWEn (trading subsidiary): including preparing and monitoring budgets to optimise efficiencies; financial modelling and forecasting; annual accounts/audit preparation; debt recovery; component accounting and payroll (including pension administration). 3. Provide robust and meaningful financial information, analyses and advice, in relation to income and expenditure, budgets, forecasts, trends, investments, assets and liabilities. 4. Lead the development of robust internal budgeting frameworks, supporting departments with ongoing spend monitoring. 5. Ensure compliance with all internal control requirements (delegated authorities) relating to finance, ICT and office management/business continuity services, extending to the procurement of aligned services (e.g. external auditor, insurance services, ICT service providers, office supplies) in compliance with strategies. 6. Plan, direct and lead the development, implementation, operation and maintenance of ICT and office management resources, including effective leadership of procurement and delivery of ICT programmes and projects. 7. Drive agile and digital working/office solutions to support business continuity and enable growth, delivery of value for money and encouraging innovation in all aspects of customer services (including housing management system, website, digital communications). 8. Develop organisational-wide risk management framework, leading on the management of financial, ICT and business continuity risks. 9. Ensure resources in place for the smooth and efficient running of the office (office supplies / cleaning etc). 10. Ensure alignment of corporate strategies, policies, processes and performance management frameworks. 11. Lead organisational statutory and regulatory returns and maintenance of aligned Registers (e.g. SHR, FCA, Inland Revenue, Companies House) 12. Lead insurance services to ensure appropriate policies in place for the protection of GW resources. 13. Lead role in ensuring business cases for capital and revenue investment, options appraisals and service development proposals are financially robust, based upon the best available evidence and include full financial risk assessments to inform decision making. 14. Contribute to corporate publications including newsletters, annual report. 15. Support divisional managers. 16. Deputise (with the scope of the role) in Chief Executive’s absence. | | | |

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| **COMPETENCIES** | |
| Knowledge and Experience | Chartered Accountant and/or relevant degree and extensive experience in relevant disciplines.  Expertise in financial frameworks and funding mechanisms for charitable RSL (GWHA) and trading subsidiary (GWEn) (including budgeting, management reporting and medium- and longer-term plan modelling).  Experience in developing and implementing ICT strategies  Experience in the development of risk management frameworks.  Experience of leading multi-disciplinary teams; promoting a culture of responsibility and engagement.  Expertise in strategy development and formulation; and alignment of policies, plans and processes.  Demonstrable understanding of regulatory and statutory frameworks and risk mitigation.  Extensive awareness of the sector and wider environmental influences and risks.  Performance Leadership.  Constructive change management experience. |
| Team Working | Promotes and engages in positive teamwork, respecting the contribution of others.  Highlights issues of importance and keeps teams appraised on matters of common interest.  Comfortable with lone working and displays awareness of personal safety and risk. |
| Professionalism | Professional expertise and commitment to CPD.  Sound judgement, evaluation and critical thinking.  Displays willingness and enthusiasm in carrying out responsibilities and tasks. |
| Customer service | Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Committed to continuous improvement.  Mitigates complaints through successful service delivery and engagement.  Promotes a culture of embracing stakeholder engagement and sustaining sound stakeholder relationships. |
| Interpersonal | Confident leader and ambassador.  Creative, innovative thinker.  Commitment to community-controlled ethos and to GWHA vision and values.  Highly motivated, enthusiastic, flexible, reliable and committed.  Sound negotiation and influencing skills. |
| Organisational & analytical | Ability to manage diverse and complex assets.  Effective resource planning to deliver expectations, achieve high quality and strong performance.  Excellent time management and project planning skills  Responsive to changing demands.  Strong analytical skills, high degree of accuracy and attention to detail. |
| Communication & ICT | Effective, succinct and appropriate communication: excellent report writing and language skills.  Consistent high-quality contribution to committee servicing and informed decision making.  Strong ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values: Inclusive, Considerate, Accountable, Resourceful, Ethical (ICARE); promoting equality, value, diversity and sustainabilit |