

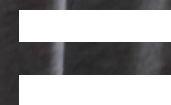
We are People First.



# Welcome to People First. Work with us.

Finance and Operations Director.

[wearepeoplefirst.co.uk](http://wearepeoplefirst.co.uk)



**We are People First.** We listen,  
engage and empower.

All of our work directly involves  
improving outcomes for people.

**Listening** through advocacy. **Engaging**  
with people on health and care services.

**Empowerment** through training. We  
believe in supporting people to live  
their best lives the way they want to.

We make a difference.  
**We are People First.**

# Who we are.

**People First Independent Advocacy (PFIA), has provided a range of advocacy services in Cumbria for over 30 years, operating as a not-for-profit organisation with charitable status, and building up considerable customer and business experience.**

This original organisation has grown and diversified and has now been split into two registered charities; People First Services, CIO (Charity No: 1184467) and PFIA (Charity No: 1184112), both operating under the shortened name of 'People First' and from shared premises, but with very distinct roles and purpose. People First has four main departments:

## **Finance and Operations.**

Managing finance, human resources, IT, buildings and policy. Ensuring that our people and our processes are of the highest quality to enable our service delivery to be outstanding. Developing business operations to foster income generation and support growth.

## **Advocacy.**

Managing the delivery of all advocacy services which ensure that those who access the service understand their rights, have a voice and where possible can make their own choices. We deliver Independent Mental Capacity Advocacy, Independent Mental Health Advocacy, Care Act Advocacy, Specialist Advocacy, and the Advocacy Hub.

## **Healthwatch.**

Ensuring local people can share their experiences of using health and care services and that those experiences are used to help shape and improve services. Delivered via Healthwatch Cumbria and Healthwatch Lancashire.

## **Research, Education and Inclusion.**

Working with people who use health and care services to ensure that they are included, listened to and respected, delivered via a range of inclusive projects such as, work with universities, education for people with learning disabilities including the Hospitality Academy and the Riverbank Kitchen, youth work, as well as projects aimed at helping people who use services to be involved in decision making and quality assurance.



**Marcus, a Learner within the Hospitality Academy.**





# The opportunity.

## Job title: Finance and Operations Director.

### Contract:

Permanent

### Location:

Carlisle

### Hours:

37.5 hours per week

### Salary:

£41,881

### Benefits.

- A generous pension contribution of 6%
- Annual Holiday entitlement of 28 days FTE (4 weeks plus 8 bank holidays)
- Additional 6 days (FTE) at Christmas – specific dates confirmed each year dependent on when the Christmas period falls and business needs each year
- Length of service increments also apply

### Location.

Our Head office is based in Carlisle, supported by offices in Barrow and Lancashire. This post will be based at our Carlisle Office. Regular travel around the geographical footprint of the organisation will be required.

### The Department.

Finance and Operations are managed centrally from our head office in Carlisle. The department includes Finance, Human Resources, Buildings and Resources, Governance, Compliance, Legal, Policy, IT and our Conference Centre and Hospitality Offer. The department is also responsible for systems and processes, GDPR compliance, and health and safety across the whole organisation.



Our **Conference Centre** hosts events for a variety of businesses and organisations.



# Who you are.

**The successful candidate for the Finance and Operations Director must believe in the core values of People First and be driven by our mission.**

The candidate should demonstrate a passion for breaking new ground to lead social change. Beyond that, we are seeking a candidate that has proven experience in scaling a multi-site organisation and a demonstrated ability to both lead and build the capabilities of a driven, bright, diverse team. The successful candidate may have had management experience with a for-profit organisation. As noted, this is an organisation driven by the values of its people, so experience in managing a “values-driven” organisation will be highly prized.

## **Qualifications.**

**Essential:** Educated to Degree Level or equivalent appropriate experience.

## **Skills, Knowledge and Experience.**

**Results-proven track record of exceeding goals and a bottom-line orientation.** evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; high level of business acumen including successful budget management; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and creative resourcefulness.

## **Strategic Vision and Agility.**

Ability to anticipate future consequences and trends, and incorporate them into the organisational plan.

## **Capacity Building.**

Ability to effectively build organisation and staff capacity, developing an excellent workforce and the processes that ensure the department/organisation runs smoothly. →



**Our Advocacy service enables people to get their voices and wishes heard.**



### Leadership and Organisation.

Exceptional capacity for managing and leading people; a team builder who has experience in scaling up organisations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower top-notch leaders from within the organisation, cultivate entrepreneurship, and learn the strengths and weaknesses of the team so as to put people in a position to succeed.

### Action Oriented.

Enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary.

### Job Specific.

- At least three years experience in financial management, budget planning, and producing and delivering management reports
- Be able to demonstrate successful management of a complex organisation of comparable size
- Experience in business strategy development
- Knowledge of charitable status, governance and legal obligations
- In depth experience of HR functions including safer recruitment, staffing and volunteer management
- Knowledge of Risk Management
- Experience in policy development and implementation

### Driving.

- A current driving licence and access to own transport.
- The post may include driving colleagues, volunteers, members, Board members and clients, as required and appropriate (expenses will be paid)
- This post requires you to have business use vehicle insurance in place.



**The Hospitality Academy trains and equips young people with learning difficulties with skills to gain employment.**





# Meet our Director team.

Our team of Directors work together to provide strategic vision, leadership and innovation. They lead teams, ensure quality and represent our core values.



**David Blacklock.**  
Chief Executive Officer.

David leads the team, works closely with our Board of Trustees, and ensures that our strategic aims are achieved



**Sue Stevenson.**  
Chief Operating Officer for People First and Healthwatch.

Sue heads our Healthwatch teams, sharing unrivalled knowledge of the health and care sector, and championing equity



**Edith McColgan.**  
Finance and Operations Director.

Edith applies strategy and leadership to creatively manage finance, human resources, IT, resources, buildings and policy



**Lindsay Graham.**  
Advocacy Director.

Lindsay leads the delivery and development of our advocacy services through innovation and a commitment to quality



**Dr Rohhss Chapman.**  
Education, Research and Inclusion Director.

Rohhss draws on significant academic and professional experience to drive our Inclusion, Research and Education team.

# Your responsibilities.

## **Reporting to the Chief Executive you will be responsible for delivering the overall business strategy for the organisation as set out by the Board of Trustees.**

As part of the Senior Leadership Team you will be responsible for the production and review of the annual business development plan. Individually you will provide strategic oversight of your department, managers and teams, ensuring high quality service delivery and development. You will live the values and principle of the organisation and nurture staff to achieve their full potential.

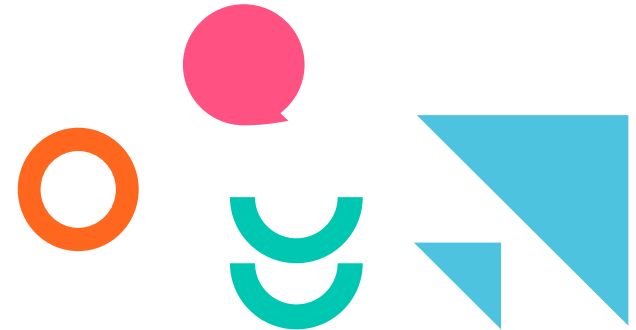
### **Main responsibilities:**

#### **Leadership.**

- Lead the operational activities of your department
- Supervise your team, nurturing their potential
- Ensure effective implementation of policies, procedures and processes
- Cultivate the People First values
- Actively promote a positive culture within the organisation
- Ensure the highest standards of customer services and satisfaction
- Ensure the implementation and support of our HR processes
- Ensure a robust training and professional development program is in place within your department taking account of succession planning

#### **Planning.**

- Work alongside the CEO and the Board to set our overall business strategy based on our mission and vision
- Work alongside the CEO and other Directors to set our annual Business Development plan
- Design and ensure operational plans meets organisational strategic vision
- Design and ensure that department plans meet organisational goals
- Ensure robust financial planning within your department
- Ensure staff throughout the organisation are included in planning processes. →





### Delivery and Performance.

- Deliver on performance targets
- Monitor progress against internal performance target
- Monitor achievement against external key performance indicators
- Enhance performance continually
- Monitor budgets across your department, ensuring that they are used effectively and value for money is consistently secured.

### Growth and Development.

- Identify and cultivate areas of potential growth
- Ensure organisation is equipped to accommodate growth
- Deliver continually high standards of performance during periods of growth
- Review IT and other infrastructures, ensuring it is fit for purpose
- Maintain and retain achieved growth
- Actively source, develop and secure diverse strands of funding and income generation for each section of the department.

### Reporting and Communication.

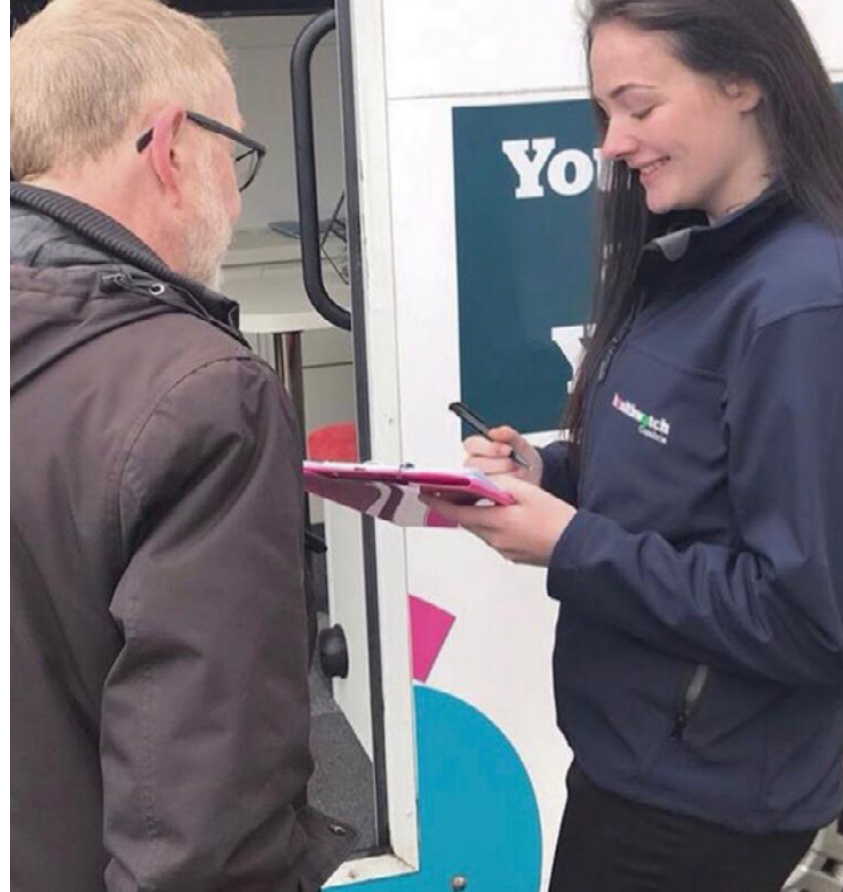
- Report regularly to the CEO – as agreed
- Report as required to the Board of Trustees
- Chair/report to sub groups, working groups and task groups
- Ensure effective communication systems are in place with staff
- Ensure staff are included in communication and feel connected to the organisation
- Ensure that external communications are on message and brand and that they present a positive profile for the organisation.

### Network and Relationships.

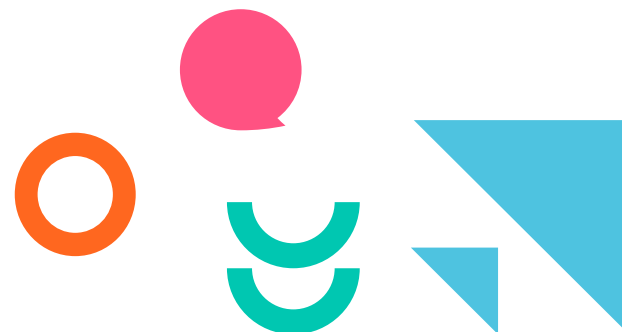
- Identify and nurture effective relationships with external stakeholders
- Act as a senior ambassador for the organisation
- Attend meeting and forums in growth areas to build our presence and develop relationships

### Other Duties.

- Evening and weekend working may be required.
- Ensure that your staff understand safeguarding and best practice in relation to work with children and vulnerable adults
- The duties outlined above are not intended to be exhaustive and may change as the needs of the organisation alter in line with current agendas.



**Healthwatch** teams enable people to give direct feedback about their local health and care services to influence change.



# Living in Cumbria.

**Cumbria is an amazing place to live and work in. It is not only home to not one but two World Heritage Sites, The Lake District National Park and Hadrian's Wall. It has part of the Yorkshire Dales National Park, and several area of Outstanding Natural Beauty within the county and around its extensive coastline.**

The city of Carlisle is ideally placed for these attractions and more, and is ideally located with fast access by road and rail across the north of England and beyond. Carlisle itself is a very green city, set on the River Eden, with a historic city centre where you will find the cathedral, castle, museum and art gallery, independent shops and a contemporary bar and restaurant culture.

If you like fresh air, Cumbria offers huge opportunities for walking and cycling, with trails across the mountains, forests and valleys, and if you want to be on the water, the beautiful lakes of the Lake District.

Small villages and towns with big community spirit abound across Cumbria. There are also plenty of cultural opportunities in the county, with many festivals and events happening year round.

Primarily a rural location, agriculture is vital to the counties economy, which is reflected in the huge choice of delicious Cumbrian food and drink.

Cumbria is a great place for families, with good schools. A recent survey found that Cumbria is one of the most popular destinations in the UK for relocation as people re-think their future post-COVID-19. The county has also benefits from recent upgrades to it's broadband infrastructure, enabling superfast internet connection even in remote rural locations.



# Your application.

## Applications should include:

### 1. Completed application forms A & B.

### 2. Supporting information that should be no longer than 2 sides of A4.

People First is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo a DBS check and any other safeguarding checks as appropriate to the post. The appointment will be subject to the satisfactory outcome of these checks.

One referee should be the applicant's current or most recent employer. Please note that references will not be accepted from relatives or from people writing solely in the capacity of friends. References will be sought on the successful candidate following the interview process however; we may approach previous employers for information to verify particular experience or qualifications, prior to interview. The appointment will be subject to the receipt of satisfactory references.

All candidates invited to interview must bring documents confirming any educational and professional qualifications referred to in their application form. Where originals or certified copies are not available for the successful candidate, written confirmation of the relevant qualifications must be obtained from the awarding body. Where the successful candidate has worked or been resident overseas in the past five years, we will carry out such checks and confirmations as may be required in accordance with statutory guidelines.

## All candidates invited to interview must also bring with them:

- **A current passport** (if you do not hold a current passport, or you do not hold a British passport, then further evidence will be required as proof of the right to work in the UK)
- **Driving Licence** – photocard
- Official documentation evidencing your current address (e.g. utility bill, bank statement)
- Where appropriate, any documentation evidencing a change of name (e.g. marriage certificate)

All applications should be clearly marked: **Confidential – Finance and Operations Director** and emailed to [recruitment@wearepeoplefirst.co.uk](mailto:recruitment@wearepeoplefirst.co.uk) for the attention of Barry Munro-Berry

If you wish to speak to our CEO, David Blacklock, about the role prior to application, please contact David's PA to arrange an appointment.

Call **01228 276353** or email [recruitment@wearepeoplefirst.co.uk](mailto:recruitment@wearepeoplefirst.co.uk)



# CEO message.

**“We are offering an exciting opportunity for a dynamic and ambitious individual to join our Senior Team. You will help us to grow our organisation so that we can help even more people to lead a great, fulfilling life.**

We are looking for someone who is business focused, commercially savvy and yet understands the health and care sector. You will be an experienced financial manager who knows how to create and maintain excellent business resources and operations.

You will be joining People First at an exciting time of development and growth, and this role will be forefront to enable us to achieve our ambition.

We look forward to meeting and working with you.”

**David Blacklock**

Chief Executive Officer





**We are People First.**

# **We Listen, Engage and Empower.**

## **We are a charity.**

People First Independent Advocacy  
are a Registered Charity and  
Company Limited by Guarantee  
**Registered Charity No.1184112**  
**Company No.5438407**

The People First Centre for Learning  
and Conference Centre are part  
of People First Services.  
**A Registered Charity No.1184467**

## **Contact us.**

**0300 303 4077**  
**hello@wearepeoplefirst.co.uk**

**The People First  
Conference Centre.**  
Milbourne Street, Carlisle CA2 5XB



**wearepeoplefirst.co.uk**  