



NHS Credit Union
People Not Profit

POSITION PROFILE

Part-Time
Head of Finance



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Established in November 1998 by NHS staff for NHS staff, to promote a culture of savings and financial resilience, NHS Credit Union (NHSCU) is a financial co-operative, owned by its members. It currently has over 24,000 Members and in excess of £48 million in assets.

Today, it is one of the largest and most progressive Credit Unions in Scotland. The NHSCU's mission is to promote financial well-being for NHS staff and their families, reducing financial stress in staff and providing ethical financial assistance.

The organisation's core objectives are:

- The promotion of financial resilience among our members by the accumulation of their savings
- The creation of sources of credit for the benefit of our members at a fair and reasonable rate of interest
- The education of members on money management

As the NHSCU Strives to be the 'Lender of Choice' for all NHS employees and their families, they set out four key strategic priorities:

- The development and delivery of a life-enhancing, easily accessible, responsive and member-led service
- Growth of their existing membership, from the new generation of NHS staff
- The creation of relevant, faster, automated services, through exciting ranges of products and services
- Implementing transformative technology to deliver highly efficient front-line services supported by effective operational activities

NHSCU continues to give people the opportunity to achieve a greater degree of financial control in their lives, reducing the blight of social exclusion by providing an easily accessible and focused savings and loan alternative to high-interest debt options. Sound advice on the benefits of saving and effectively managing personal income is also available to members.

NHSCU's core values are at the heart of everything they do:

- Self Help
- Democracy
- Equality
- Equity
- Caring for others





Background to the Current Opportunity:

This role has previously been outsourced for three years, however as the NHS Credit Union pursue their strategic growth plan for 2023-2026, they have identified the need to bring the role in-house on a permanent part-time basis.

This is an exciting opportunity for an ambitious, energetic individual to help transform the NHS Credit Union as they embark on their growth journey. The Head of Finance will play a vital role in supporting the growth of the membership and profitability. The role will be required for 21 hours per week, over three days. There will be key points in a typical month where the successful candidate is required to attend, Board or Committees and SMT meetings.

As a [Senior Management Function](#) position, the Head of Finance will be required to deliver sound financial governance and financial planning / forecasting, which will enable increased membership and a subsequent increase in the profitable activity for the Credit Union. This is a senior role within the business and will require the successful individual to lead and proactively respond to risk, as well as prepare scenarios and stress tests around financial plans and performance initiatives. Within the first six months, this role will include also planning and benefit realisation for a digital transformation programme.





Job Title:	Head of Finance
Reports to:	Chief Operating Officer
Location:	Glasgow (Hybrid)

The role will report directly into the Chief Operating Officer and will also be responsible for providing the Chief Executive Officer (CEO) and Board of Directors with accurate and insights-driven analysis, financial projections and recommendations which enable informed strategic planning and decision-making.

Key Responsibilities:

- Develop and implement financial strategies, policies and procedures
- Monitor & evaluate performance to provide accurate and timely reports
- Lead budgeting and forecasting processes
- Analyse data, forecast and stress test recommendations for optimising revenue, controlling costs, and improving operational efficiency
- Develop risk management frameworks and strategies
- Monitor and mitigate risks related to investments, loans, liquidity, interest rates and debts
- Ensure compliance with all financial and accounting standards and PRA / FCA reporting requirements
- Implement and monitor internal controls to safeguard assets
- Manage the Credit Union's liquidity and investments
- Build and maintain collaborative relationships with regulators, auditors, credit unions, NHS payroll partners, key suppliers and third parties
- Contribute to the development, implementation, and completion of the NHS credit union strategic plan by providing financial insights, reports and recommendations
- Coordinate financial audits conducted by external auditors, regulators, and internal auditors
- Undertake benchmarking, research and comparative analysis
- Clearly and effectively report to stakeholders on financial results
- Responsibility for staff remuneration calculations
- Lead the streamlining and development of automated financial systems and analytical reporting tools as part of the digital transformation programme
- Adhere to the highest levels of financial reporting and regulatory requirements of the Prudential Regulatory Authority (PRA), the Financial Conduct Authority (FCA) and the governance expectations of NHSCU





The Head of Finance role requires an individual who has a variety of experience, but who is equally open to new ways of learning. We are looking for a driven individual who can bring enthusiasm and energy to the role and who aligns with the NHSCU mission and values.

Qualifications, Skills, Knowledge & Experience:

- A Qualified or 'Qualified by Experience' Accountant
- Significant leadership or management experience
- Significant experience in financial analysis, data management and performance reporting
- Experience and expertise in budget design, forecasting and tracking
- Proficient in the use of financial planning software programs (e.g., Excel, SQL, QuickBooks, BusinessObjects etc.)
- Strong financial planning, organisational and problem-solving skills

Personal Qualities:

- Highly motivated and able to work well both in a team and independently
- Excellent communication and interpersonal skills
- Meticulous attention to accuracy
- Ethical, principled and resilient in challenging risks
- Strategic and innovative
- Engaging individual with a 'can do' attitude
- Inquisitive about the business, the sector, and the growth potential
- A team player, who can bring energy and enthusiasm
- Self-motivated and able to work independently
- Values coaching and development for themselves and the team
- Has an awareness of the sector and its values, buying into the mission statement behind the NHS Credit Union





Core Organisation Competencies:

Member Focus: Demonstrates member focus and member care to deliver an excellent service to exceed member expectations.

Legal / Regulatory Compliance: Demonstrates knowledge and understanding of credit unions, the legal / regulatory compliance requirements governing them and is conversant with the Financial Ombudsman Scheme. Applies knowledge of internal compliance, internal regulation, policies and procedures in own area of practice.

Valuing Diversity: Identifies and meets diverse, individual needs and demonstrates the application of equal opportunities.

Communications & Relationships: Proactively develops relationships, acting as an advocate and generating momentum for achieving NHSCU's goals.

Judgement / Discernment: Makes decisions authoritatively and wisely, after considering all forms of action and operating within the organisation's guidelines. Recognises when to escalate to the appropriate level.

Adaptable to Change: Responds and behaves positively to change, identifies and acts upon new opportunities.

Teamwork: Encourages and develops cross-functional working and builds teams based on results to be achieved.

Personal Commitment: Demonstrates commitment, energy and enthusiasm for achieving challenging goals.

Information, Communication and Technology: Demonstrates effective ICT skills embracing a wide range of applications and technology.





Package Salary:	£42,000 - £ 45,500 p.a. (pro-rata)
Annual Leave:	35 days + additional days for time in service
Pension:	Up to 10% Employer contribution
Working Hours:	21 hours per week

For more information on remuneration, please contact Gillian O'Neil at Rutherford Cross.



Gillian O'Neil, CFO Services
T: 07432 482 882
E: gillianoneil@rutherfordcross.com

The Recruitment Process

- First stage interviews will be conducted by our consultant, Gillian O'Neil of Rutherford Cross
- Second stage will involve meeting the Chief Operating Officer
- Final Stages will involve meeting the Chief Operating Officer and the Chief Executive