



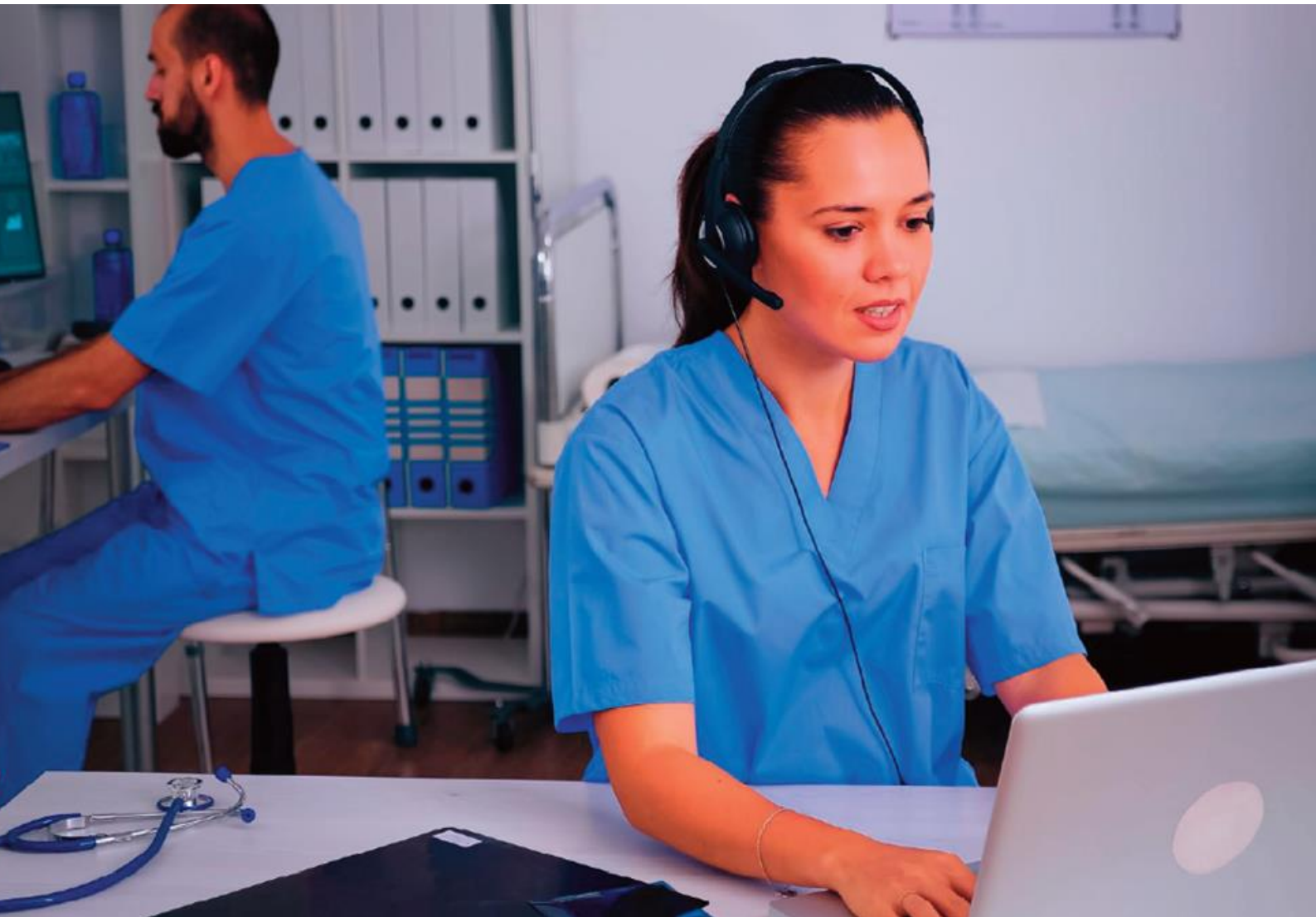
NHS Credit Union
People Not Profit

POSITION PROFILE

Part-Time
Head of Finance



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| The Organisation | 3 |
| The Role | 4 |
| The Individual | 6 |
| Remuneration and Recruitment Process | 8 |





NHS Credit Union (NHSCU) was established in November 1998 by NHS staff for NHS staff, to promote a culture of savings and grow the financial resilience of the NHS workforce. NHSCU is a financial co-operative, owned by its members. It currently has over 24,000 Members and £47 million in assets.

Today, it is one of the largest and most progressive Credit Unions in Scotland. NHSCU's mission is to promote financial resilience, reduce financial stress and indebtedness, while providing ethical financial assistance.

NHSCU welcomes NHS staff and their families into their staff-owned credit union and strives to be their first choice for savings and ethical lending. Their core objectives are:

- The promotion of financial resilience among its members
- To offer credit for the benefit of its members at a fair and reasonable rate of interest
- The use and control of Members' savings for their mutual benefit
- The training and education of Members in financial wellness and the management of their money

NHSCU's strategic objectives for the next 3 years are to:

- Deliver against a 3-year targeted growth plan of partnership working across the NHSCU common bond
- Strengthen financial and operational resilience, through risk-based scenario planning
- Offer diversified, differentiated, digital and competitive products and services to serve the full membership
- Attract, engage, train, develop and retain people to meet the changing needs of the NHS credit union

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

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

NHSCU continues to give NHS staff and their families the opportunity to develop financial confidence and control over their lives, through increasing their financial resilience and wellness, using education around savings, budgeting and building an emergency fund, as well as offering short-term access to fixed-rate investments.





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 work as part of the senior management team and support the NHS Credit Union on their growth journey. The Head of Finance will bring strong accountancy and people management experience, and strategic thinking to an established finance function.

The role is crucial in ensuring long-term financial stability, regulatory adherence, and financial growth planning to the team and in doing so, it will hold one of the SMF responsibility posts, as part of the senior management team.

The Head of Finance has line management responsibility for the finance and credit control manager post. While leading on management of financial models, analytical techniques, and effective budget management to develop, evaluate and optimise financial performance.

The role will be required for 21 hours per week and can be worked over 3, 4 or 5 days. There will be key points in a typical month where the successful candidate is required to attend Board or Committees and SMT meetings.





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| Job Title: | Head of Finance |
| Reports to: | Chief Operating Officer |
| Location: | Glasgow, G51 |

The role will report directly to the Chief Operating Officer and will also be responsible for providing the Chief Executive Officer (CEO) and Board of Directors with accurate and insight-driven analysis, financial projections and recommendations. This will enable informed strategic planning and decision making. Please note the role will be office-based full-time.

Key Responsibilities:

- **Financial Management:** Adopt and enhance current financial strategies, policies, and procedures to achieve the Credit Union's financial goals
- **Budgeting and Forecasting:** Lead budgeting and forecast management, liaising with COO and CEO to establish financial targets, operational efficiency and cost control
- **Financial Risk Management:** Adopt and enhance current risk management strategies, ensuring compliance with internal KPIs and external regulatory requirements
- **Regulatory Compliance:** Maintain compliance with PRA / FCA financial reporting requirements while responding proactively to new legislation and industry trends
- **Internal Controls and Ratio Management:** Adopt and enhance current financial controls and risk appetites with a focus on liquidity and investment planning
- **Team Leadership:** Provide leadership and direction to the finance and credit control manager, through coaching, developing and supporting continuous learning
- **Stakeholder Management:** Maintain collaborative and productive relationships with regulators, auditors, NHS payroll partners and key contractual suppliers
- **Strategic Planning:** Contribute to the development, implementation, and completion of NHS Credit Union's strategic plan
- **Audit and Compliance:** Oversee financial audits conducted by our external auditors, providing timely and accurate completion of audit recommendations and reporting.
- **Monitor and Evaluate key Trends in Market Conditions:** Including performance trends and competitor analysis to support data-driven decision making
- **Continuous Improvement:** Lead the overall approach through the adoption and enhancement of new technologies, reporting and digital transformation

The above list is not exhaustive and there may be a requirement to undertake additional duties commensurate with the role, as directed by management.





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:

- Bachelor's Degree in Accounting (minimum) or equivalent
- Relevant people management experience
- Significant experience in financial analysis, data management and performance reporting
- Fluent in the use of financial planning software programs
- Diligent and methodical, with excellent business acumen and commercial drive
- Strong financial planning, organisational and problem-solving skills
- Highly motivated and able to work well both in a team and independently
- Excellent communication and interpersonal skills with the ability to make clear, persuasive presentations to a range of audiences
- Ethical, principled and resilient in challenging risks
- Committed to the ethos of the Credit Union Movement and to NHSCU's values of reducing economic inequality, redistribution of wealth, social responsibility and ethical finance

Personal Qualities:

- Highly motivated and able to work well both in a team and independently
- Meticulous attention to accuracy
- 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.



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| Package Salary: | £42,000 - £ 45,500 p.a. (pro-rata) |
| Annual Leave: | 1-5 years' service: 35 days inclusive of 8 public holidays 5-10 years' service: 37 days inclusive of 8 public holidays 10+ years' service: 41 days inclusive of 8 public holidays |
| Pension: | A competitive contributory pension, (with employer contributions 1% above staff, starting at 5% up to 10% on pensionable qualifying earnings) |
| Insurance Policies: | Life Assurance and Critical Illness Critical Illness cover under age 65 - £8,000 Critical Illness cover age 65 and over - £3,500 Life Cover Benefit under age 65 - £20,000 Life Cover Benefit age 65 and over - £8,000 Both offer income protection to look after staff and their family's future |
| Staff Leave: | Compassionate, maternity, paternity, shared parental, adoption and study leave are available |
| Loans and Savings: | NHSCU staff enjoy all the benefits of Credit Union membership, saving directly from salary and access to affordable loans and savings accounts |
| Working Hours: | 21 hours per week – flexibility available on working pattern |

For more information on remuneration, please contact Hazel Wynn at Rutherford Cross.



Hazel Wynn, Director - CFO Services

T: 07498 944 280

E: hazelwynn@rutherfordcross.com





The Recruitment Process:

- First-stage interviews will be conducted by Director, Hazel Wynn of Rutherford Cross
- The second stage will involve meeting the Chief Operating Officer
- Final stages will involve meeting the Chief Operating Officer and the Chief Executive

