



Developing Health  
& Independence



<b>Job Title</b>	<b>Director of Corporate Services</b>
<b>Salary</b>	<b>£62,000 - £68,000</b>
<b>Contract</b>	<b>37.5 hours per week (with consideration for 0.8 FTE) and such additional hours as required</b>
<b>Location</b>	<b>Bath and homeworking but will include travel to all DHI locations. A minimum of one day in the office.</b>

### **How to apply**

Application is by way of a CV and a Supporting Statement.

Apply online at [Jobs | NFP Consulting](#)

**Closing date: Midnight 15th February**

### **Selection and timescales**

There will be a two-stage selection process.

First Interviews: w/c 23rd February

Second Interviews: w/c 2nd March

For an informal and confidential discussion about the role, please contact our recruitment partner: Carroll Lloyd, Director, NFP Consulting, to arrange a conversation please email Vikki Park, Principal Consultant in the first instance – [vikki.park@nfpconsulting.co.uk](mailto:vikki.park@nfpconsulting.co.uk)

## A Welcome from the Chief Executive

Thank you very much for your interest in the post of Director of Corporate Services at DHI.

The post is a critical position within DHI. Reporting to me as Chief Executive, you will be a key member of a talented Executive Team and the position will be responsible for finance as well as key aspects of DHI's infrastructure which includes human resources, information technology, and facilities, to support the charity to operate efficiently and effectively.

This is an exciting opportunity for someone who is looking for real responsibility leading and running complex and broad-ranging support services in a highly respected organisation. It is a challenging sector to work in; the combination of rising need for our services, pressure on statutory funding, and political changes locally and nationally create uncertainty which is not comfortable for everyone. However, in the uncertainty lie the opportunities to develop and deliver innovative services that meet the needs of some of the most excluded young people and adults, as well as those at risk of becoming excluded as a result of a growing vulnerability.

I hope that the information below will be helpful to you as you find out more about DHI, our values and what drives us, and the impact we make on people's lives.

I very much look forward to meeting you in due course. Good luck with your application should you decide you want to be part of this ambitious charity.

Rosie Phillips

A handwritten signature in black ink, appearing to read 'R Phillips', written in a cursive style.

Chief Executive Officer

## About DHI

Developing Health & Independence (DHI) is a charity that helps disadvantaged and vulnerable people turn lives around, stand on their own feet and reduce dependency. We do this because we believe everyone should have the chance to achieve their potential to make a valuable contribution to society.

We help young people and adults overcome structural barriers and self-limiting behaviours that are holding them back. Our clients are often disadvantaged or living at the margins, meaning they are disproportionately affected by substance misuse, homelessness, offending, mental health issues and other factors that contribute to social exclusion.

Few, if any of our clients, come with a single issue. Rather than treat issues in isolation, we work with the person not the label and find the most effective way to help them. We help people through a highly personalised solution focussed approach, regardless of the service they enter; services that include housing, drug and alcohol treatment and social prescribing.

DHI is supported by a Board of Directors/Trustees made up of 10 members from our local communities, who come from a wide variety of backgrounds, including those holding senior positions in legal, financial, public and charitable sectors, thus bringing a wealth of expertise.



## How We Work

We really believe in our values at DHI: Self-direction; Stimulation; Zest for Life and Flexibility. These values are at the centre of DHI's vision for *how* the charity operates and delivers support. It means having a focus on supporting individuals with any structural barriers to change, such as homelessness, as well as overcoming life limiting behaviours including dependency (be that on welfare, drugs or alcohol) to live as independently as possible.

Having choice and control over the services they use, access to wider public and community services, employment and education, and identifying and making the best of their own strengths and resources are central to this. Rather than fitting the person to services, services should fit the person. We focus on what is strong rather than what is wrong and help bring together all of the resources that can help people to turn their lives around.

With DHI's value base and skills, we continue to make a real contribution to the future direction of social care. More information can be found here: <http://www.dhi-online.org.uk/>



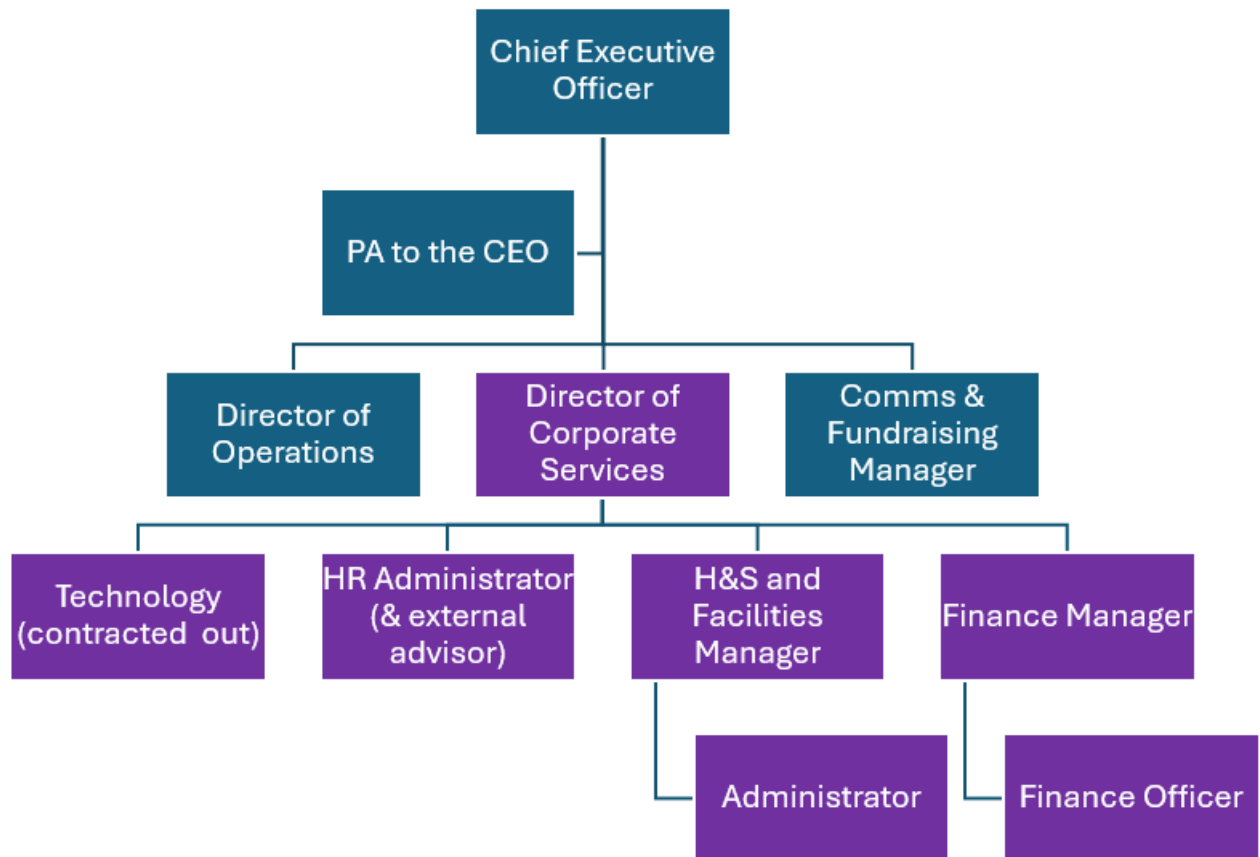
### **The Role: Director of Corporate Services**

This is an exciting and hugely rewarding opportunity for someone who wants real responsibility for running infrastructure support services in a highly-respected organisation.

Reporting to the CEO and as a member of the Executive Team, the post holder will be expected to drive and manage the central administrative and core infrastructure functions across DHI to ensure we operate safely, securely, efficiently, and effectively.

As well as being closely involved in the day-to-day activities of the functions for which you are responsible, you will provide high level proactive advice, and quality services for the other Directors across all central and client service areas, including, finance and procurement, human resources, information technology development, health and safety, premises, office services, in addition to working closely with our retained HR advisor.

## Organisation Structure



## Job Description – Director of Corporate Services

<b>Job Title</b>	Director of Corporate Services
<b>Salary</b>	£62,000 to £68,000 per annum (pro rata)
<b>Annual Leave</b>	26 days per year and bank holidays and statutory holidays. 1 additional day of annual leave per year for each full financial year continuously employed by DHI, up to a maximum of 31 days annual leave per year.
<b>Pension</b>	Contributory pension scheme, where DHI contributes 7% and the employee contributes a minimum 3% of their salary tax free.
<b>Benefits</b> <ul style="list-style-type: none"> <li>• Flexible working, subject to business needs.</li> <li>• Life Assurance Cover.</li> <li>• Mileage allowance of 45p per mile using your own car for work journeys.</li> <li>• Our Cycle to Work scheme can save you 25-39% on the cost of a bike and cycling accessories.</li> <li>• Deals and discounts available from DHI's membership of <a href="#">Blue Lightcard card</a> scheme.</li> <li>• Access to a confidential 24-hour helpline to support you through life's challenges.</li> <li>• A training programme to help you to do your job well, and a friendly and supportive workplace with a track record for promoting high performing staff.</li> </ul>	
<b>Hours of Work</b>	37.5 hours per week (with consideration for 0.8 FTE) and additional hours as required from time to time. Usual working hours are 9am to 5pm with occasional evenings and weekends.
<b>Place of Work</b>	Bath, St James's Parade and any other location required by DHI. Flexible working means you can choose to work at home for part of your working week (to be agreed with your line manager to meet service need).
<b>Travel for Work</b>	Required to travel across the region and must be willing and legally able to drive and have use of a car that is insured for business use.
<b>Accountabilities</b>	Accountable to: Chief Executive Officer Accountable for: Health, Safety & Facilities Manager, HR Administrator, and Finance Manager.

# Key Accountabilities

The Director of Corporate Services is responsible for:

## Corporate Governance & Assurance

- Oversee governance structures that support sound financial decision-making and regulatory compliance.
- Ensure Board and Committee reports relating to Corporate Services, finance interface areas, risk, and assurance are accurate, timely, and strategic.
- Maintain the organisation's policy framework, including financial governance, risk, business continuity, and technology policies.
- Manage the risk register ensuring risks are identified and mitigated against.
- Support the Finance Manager in preparing for external audit by ensuring necessary documentation, organisational compliance, and evidence are in place.

## Financial Governance & Controls

- Oversee organisational financial controls at a governance and operational-process level, ensuring consistent application across departments.
- Ensure operational teams comply with procurement rules, delegated authority limits, and contractual/financial governance frameworks.

## Budgeting & Business Planning Support

- Coordinate the annual business planning cycle, ensuring alignment between corporate priorities, financial capacity, and resource planning.
- Support the Finance Manager in collating cross-organisational inputs into budgets, forecasts, and financial assessments.
- Ensure service plans and corporate plans are fully costed, realistic, and risk-assessed.

## Performance & Financial Reporting

- Lead the integration of financial and non-financial performance reporting, ensuring meaningful KPIs, dashboards, and assurance reports.
- Ensure services provide timely and accurate data required for financial monitoring and forecasting by the Executive and Board.

## Procurement & Contract Management

- Lead the organisation's procurement framework, ensuring compliance, value for money, and financial efficiency.
- Oversee procurement strategies, tendering processes, contract performance, and financial control compliance.
- Work with the Finance Manager to monitor spend patterns, supplier risks, and contract value optimisation.

## Risk Management & Financial Risk

- Maintain the corporate risk framework, ensuring financial risks are identified, mitigated, and escalated.
- Work with the Finance Manager to ensure alignment between financial and organisational risk registers.

- Ensure financial implications are clearly set out in corporate decision-making.

#### **HR Oversight**

- Provide HR systems leadership and oversight, including governance around process, and compliance.
- Line manage HR administrative function to ensure high-quality transactional services.
- Oversee recruitment governance, cyclical HR processes, and workforce reporting.
- Working with the Executive, to promote workforce development, including training.
- Commission external HR advice for complex or specialist matters.

#### **Information Governance, IT, and Data Protection**

- Act as the organisations Data Protection Officer
- Provide oversight of information governance and data protection compliance.
- Oversee IT contracts and performance, ensuring timely implementation, value for money, reliability, and alignment with financial constraints.
- Ensure major system changes include appropriate business cases and commissioning of temporary specialist capacity where required, and implementation in the most efficient and effective way.

#### **Facilities, Health & Safety, and Business Continuity**

- Oversee contracts and budgets for facilities functions.
- Ensure health & safety compliance, maintaining accurate records and financial planning for statutory works.
- Lead business continuity planning, ensuring financial implications of resilience planning are assessed.

#### **Operational Management**

- Lead Corporate Services staff, promoting high performance, accountability, and continuous improvement.
- Develop and monitor Corporate Services KPIs, budget usage, and service plans.
- Drive cross-departmental operational improvements that support financial control and efficiency.

### **Other Responsibilities**

#### **Line Management**

- Provision of effective leadership, line management and supervision of staff within Finance and Corporate Services.
- Effective implementation of policies and procedures and support staff with management or supervisory responsibilities in carrying out these duties.
- DHI's performance management policies and procedures are applied, as appropriate, and help staff to understand and comply with them.
- Lead on the recruiting, inducting, and developing of new staff according to DHI's policies when vacancies arise.



### **Executive Organisational Responsibilities**

- Making a contribution in the strategic planning process and contributing to the establishment of DHI's business plan and balanced scorecard.
- Operating within the framework of DHI's Strategic Plan and Annual Operational Plans and contributing to their outcomes.
- Contributing to the corporate management of DHI through membership of the Executive and other relevant management and working groups.
- Working with the Executive in the identification and pursuit of appropriate development opportunities.
- At all times adhering to relevant legislation, good practice and policies and procedures, including Health and Safety, Confidentiality and Equal Opportunities.
- Participating in regular personal support and supervision.

*In view of the dynamic nature of the work of the organisation, the duties listed above are not exhaustive and the job description will be subject to a periodic review with the post holder.*

# Person Specification

## 1. Stimulation (Learning)

**Competencies: Continuous Improvement, Analytical Thinking, Organisational Learning**

### Essential

- Uses data and evidence to improve systems, controls and organisational performance.
- Analyses financial information to identify risks early and support effective budgeting and decision-making.
- Leads IT and digital development to strengthen efficiency and capability.
- Develops workforce strategies that support learning, development and organisational growth.
- Evaluates corporate services needs and ensures value for money.

### Desirable

- Experience developing procurement specifications.
- Experience in learning-focused or mission-led environments.

## 2. Self-direction (Person Centred)

**Competencies: Empowerment, Partnership Working, Inclusive Leadership**

### Essential

- Builds strong working relationships across the organisation; tailors support to operational realities.
- Creates enabling systems that maintain compliance but support professional judgement.
- Communicates clearly with diverse audiences; explains decisions and change effectively.
- Adapts leadership style — leading, coaching or facilitating as needed.
- Demonstrates strong commitment to equal opportunities and DHI's values.

### Desirable

- Experience in person-centred sectors such as social care, health, housing or community services.

## 3. Zest for Life

**Competencies: Drive, Delivery, Resilience, Pragmatism**

### Essential

- Delivers results in environments of pace, change and occasional ambiguity.
- Brings a pragmatic, can-do attitude focused on practical outcomes.
- Strong negotiator, able to secure effective deals and manage suppliers and contracts.
- Manages multiple workstreams through strong planning and organisation.
- Maintains energy, resilience and optimism during pressure or organisational change.

### Desirable

- Finance Manager or Management Accountant experience.
- Experience of charity or housing finance.

#### **4. Technical Competencies**

##### **Essential**

- Ability to analyse management accounts and financial data to drive action.
- Experience ensuring compliance through effective systems, policies and processes.
- Experience overseeing:
  - IT strategy and digital projects
  - Workforce strategy
  - Estates, facilities, contracts, insurances and supplier management
- Proven track record managing and developing staff.
- Excellent IT literacy (Word, Excel, databases).

##### **Desirable**

- Experience of procurement processes.

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## Accessibility:

Please let us know if you have any special requirements which we might need to consider in relation to the selection process, e.g. attending interview. Any requests will not be taken into account in the selection process.



**Thank you for considering working with us to turn lives around.**