

# recruitment pack

Director of Finance

March 2023

**believe**  
housing

we believe in life  
without barriers

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# 3. your application

**Thank you very much for your interest in this post.**

On the following pages you will find details of the role, and the selection process to assist you in completing your application.

If you believe that you demonstrate our values and can bring something special to this role, then apply now.

Please send your CV and supporting statement by 11.59pm on Sunday, 26 March 2023.

All applicants must go through our website.

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# welcome to believe housing

At believe housing our vision is:

‘We believe in life without barriers’

If everyone expects more, we can achieve more, and transform lives together. It is this power of ‘more’ that will let people realise what is possible - change expectations, raise aspirations and create inclusive vibrant communities.

In our values we all agree to:

Do the right thing:

- for our people
- for our customers
- for our business.

I'm really proud to have been appointed as Executive Director of Investment, Growth and Performance and become part of the Executive Management Team here at believe housing. Our vision and values are a fundamental part of our success and are underpinned by our culture and our innovative thinking to continually improve our customer and colleague experience.

Our approach has been recognised with strong support with a Best Companies 2 star accreditation, recognising us as one of the best housing associations, North East companies and UK large companies to work for. If you ask people about us you will hear good things and we have been accredited with a range of external awards from across our peers and the wider business community.

However, as an organisation we don't stand still. I truly believe that our collective approach will see us through the current challenges faced by all businesses and communities, and help us to emerge stronger, seizing opportunities and further strengthening our culture.

As part of our Senior Leadership Team, the role of Director of Finance is key in ensuring our financial viability remains robust and supports the growth and development of our business.

You will need to bring a strong business acumen and expertise in finance to this role, helping to ensure we continue with a strong business and can meet the challenges we face in the current climate, allowing us to plan ahead with confidence.

You will need to work closely with the wider Senior Leadership Team, ensuring that the Finance Team is supporting the wider business in the way that it needs to. In addition to finance, the Director of Finance also has responsibility for procurement and income management, both of which are important parts of the role and key to supporting the success of our business.

So, if you like our vision and you have that intuitive feeling that you and our organisation are aligned in terms of culture, values and making a difference then you should continue to explore this opportunity.

I look forward to hearing more about what you can offer and wish you the very best.

**Faye Gordon**

Incoming Executive Director of Investment,  
Growth and Performance  
believe housing



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# about believe housing

believe housing is one of the North East's largest social housing providers, with a diverse portfolio of business activity.

**Around 630 staff manage more than 18,000 homes for 22,000 customers, predominantly across County Durham, in towns and cities, as well as rural and coastal areas. We also build hundreds of new affordable homes each year to meet continued demand.**

There is a strong commitment to placemaking and believe housing plays an active role across its neighbourhoods with support and services that assist people to manage money, find work, start up businesses and to stay healthy and well.

## our vision and values

### we believe in life without barriers

If everyone expects more they can achieve more and we can transform lives together. It is this power of 'more' that will let people realise what is possible – change perceptions, raise aspirations and create inclusive, vibrant communities.

At believe housing our core values are simple. We all agree to:

Do the right thing:

**for our people**

**for our customers**

**for our business**

You can find out more about our story [here](#).



In 2020 we received the Guardian Public Service Award for our new build programme; this was followed by winning the Homebuilder of the Year at the UK Housing Awards; and being recognised as one of the top five digital housing providers by Housing Digital.

believe housing was awarded the Chamber Partner and President's Club Business of the Year by the North East England Chamber of Commerce.

believe housing has also become the first organisation in the sector to achieve the Carbon Neutral International Standard, demonstrating the depth of our commitment to reducing emissions and improving energy efficiency. Our customers like what we do. A recent survey reported that 80% of our customers were satisfied with the services we provide.

In addition, they also scored us very highly for reputation and trust and that our services meet their needs. Our latest culture audit using the Barrett Model scored us at 79 – significantly above the sector benchmark of 55. This score reflects the positive working between staff teams across believe housing and a constant focus on doing the right thing.

Our people love working here and it is this sense of belonging that drives them on to achieve more. We have developed the believe way of working – breaking out of the traditional office base and taking services direct to customers. We have also attained a '2 star, outstanding to work for' accreditation from our Best Companies 2021 and 2022 submissions.

Our Best Companies accolades for 2022 also included:

- #8 out of 25 in the UK's Top Best Housing Associations to Work For
- #24 out of 40 in the North East's Best Companies to Work For
- #71 out of 100 in the UK's Best Large Companies to Work For.

2022 also saw believe housing named the North East England Chamber of Commerce Business Awards Green Business of the Year, as well as being shortlisted for their Inspiring Female Awards.

We also won the Chartered Institute of Housing's Northern Landlord of the Year award in 2021 and the Northern Housing Award's Best Repairs and Maintenance Team category in 2022.

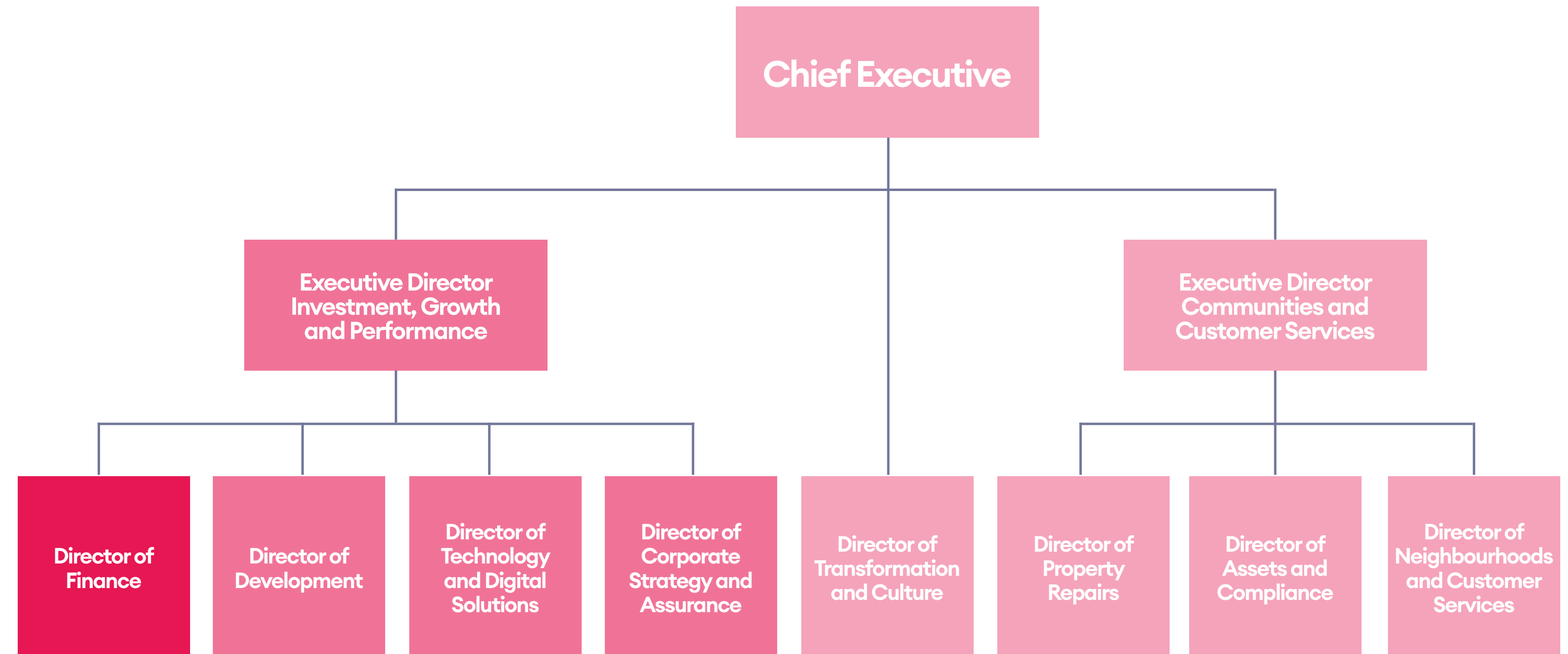
# regulation, governance and leadership

believe housing is registered with and co-regulated by the Regulator of Social Housing.

Our current regulatory judgement in October 2021 confirmed that we had compliant ratings for governance (G1) and viability (V2). You can read our corporate plan [here](#).

believe housing is signed up to the 2020 National Housing Federation Code of Governance.

Visit our website to find out more about our [Board](#), [Executive Management Team](#) and the [Customer Voices](#).



## some of our key stats

We have supported **194** people to access secure employment in the last year.

We awarded more than **£183,000** through our community investment programme.

**85** of our awarded grants supported **2,320** people.

Our large community investment grants benefited **4,934** individuals.

Our Money Matters Team worked with more than **1,000** customers in the last year.

Customer satisfaction with our services is **80%**.

Our dedicated teams have helped customers maximise their income, in total making them more than **£1.5m** better off.

Our culture audit score is **79** (out of 100).

We have also attained a '2 star, outstanding to work for' accreditation from our Best Companies 2021 and 2022 submissions.

**711** new homes completions by the end of **2022**.

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# role profile

## Director of Finance

### Reports to:

Executive Director of Investment, Growth and Performance

### Responsible for:

Contribute to the recognition of the organisation as a provider of outstanding business, outstanding services and outstanding communities through sound and efficient stewardship of its financial resources.



## ROLE PURPOSE AND SCOPE

- As a member of the Senior Leadership Team, reporting to the Executive Director of Investment, Growth and Performance, working collaboratively to ensure the delivery of the organisation vision, values and strategic objectives.
- Provide strategic leadership and direction to the whole of the organisation, taking collective responsibility for the delivery of all finance and treasury activity across the organisation.
- Maintain an external focus and build appropriate partnerships. Represent the organisation, acting as an ambassador to enhance its reputation.

## KEY RESPONSIBILITIES

### Strategic input

- Work with the Executive Director of Investment, Growth and Performance to contribute to the short, medium and long-term strategy for the Finance Team.
- Draw upon intelligence, research and knowledge of the sectorial, public and private sector finance/treasury environments to capitalise on the best value opportunities available to the organisation to enable the successful delivery of its strategic goals.
- Contribute to the recognition of the organisation as a provider of outstanding business, outstanding services and outstanding communities through sound and efficient stewardship of its financial resources.

### Leadership

- Provide effective leadership and support to managers and staff - role modelling a leadership style with vision and drive which inspires and motivates.
- Embed agile and digital working practices across the directorate to support business growth, value for money and encourage innovation in all aspects of customer services.
- Lead on change management and create a culture of continuous improvement within the directorate based on a customer centric one team philosophy.

### Delivery and impact

- Ensure that the Business Plan and associated strategies are developed, resourced and achieved.
- Provide leadership and direction to all functional strategies and plans within the Finance Team.
- Contribute to the shaping of the organisation's services in response to the needs of customers, stakeholders and other opportunities.
- Have specific responsibility for the development and implementation of strategies such as:
  - Financial planning
  - Financial management
  - Procurement
  - Funding
  - Value for money.
- Ensure all the organisation's assets and resources are used efficiently and effectively, providing accountability and leadership for value for money in our activities.
- To provide overall leadership and oversight to the organisation's annual budgets and forecasting process, including the delivery of any agreed cost savings.
- Accountable for the delivery of budgets across the whole of the organisation.
- Ensure that all day to day financial services including budget reviews, management accounts, financial and cash flow statements are managed effectively.
- Co-ordinate and facilitate external audit services.
- Work with the Director of Transformation and Culture to ensure the development of a one-team culture across the organisation.
- To provide financial expertise to corporate project plans

### Compliance and control

- Ensure that all statutory and regulatory financial documents are filed on time.
- As part of the Senior Leadership Team ensure good governance for all areas of the organisation.
- Ensure that the organisation operates within all regulatory guidance, statutory and legislative requirements.
- Responsible for the identification and management of risks across the organisation.
- Take the lead on ensuring the organisation is compliant with regulatory requirements (for example developing and embedding the organisation's approach to value for money, maintaining the assets and liabilities register, and compliance with regulatory standards).
- Proactive in providing the Executive Director of Investment, Growth and Performance with the necessary information to maintain effective oversight of finance and treasury plans.
- Ensure that decisions are made within a robust risk assessment framework.
- Ensure compliance with key policy and procedure in areas such as health and safety; equalities and diversity; GDPR; code of conduct and all other statutory requirements, which are routinely checked for compliance.

### Performance management

- Provide support and development to the Finance Team, to ensure that they are structured and resourced to deliver the corporate aims.
- Develop a strong performance culture and commitment to customer experience and satisfaction. Monitor performance and ensure the delivery of high-quality services.
- Respond to customer feedback, utilising it to influence strategy and delivery plans.

### External relationships

- Maintain and develop effective professional networks that will add value to the organisation's work and ensure that it is viewed as an influential and reliable partner.
- Work with external partners to meet the organisation's long-term needs, funders, regulators and so on.
- Develop long-term relationships with policy makers and industry leaders to influence sector debate and thinking on finance and treasury matters.

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**person**  
**specification**

Director of Finance

### QUALIFICATIONS

- Appropriate professional qualification (qualified accountant).

### EXPERIENCE

- Substantial finance and treasury experience at a strategic level in a complex operating environment.
- A strong track record of leading, engaging and motivating colleagues through transformational periods of change.
- Experience of working collaboratively with external bodies and organisations.
- Experience of reporting to Boards.
- Proven track record of delivering customer focused services.
- Leadership accountability for compliance and managing regulatory risk.

### SKILLS/KNOWLEDGE

- In depth knowledge of financial, treasury and risk management.
- Able to balance strategic thinking with an eye for detail.
- Strong communication and interpersonal skills.
- External focus, with the proven ability to build networks, and work in partnership with local authorities, lenders and other relevant bodies.
- Strong focus and proven skills in the delivery of quality service to customers.
- Good working knowledge and practical experience of risk and performance management.
- Understanding of social housing, and empathy with local communities.
- A clear understanding of the social and political environment within which the organisation operates.



16.

**key**  
**terms**



salary  
£97K

local government  
pension scheme  
membership

investment in personal  
and professional  
development

31 days holiday  
(plus two as part of the  
winter break)

volunteering  
days

family-friendly  
policies

18.

**key dates**  
**and selection process**

# key dates and selection process

## deadline

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**11.59pm on Sunday,  
26 March 2023**

We will be in touch to let you know the outcome of your application by close of play Wednesday, 29 March 2023.

## interview

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**Tuesday,  
4 April 2023**

Interviews by Executive Management Team of believe housing.

These will be in person interviews and should allow up to two hours for this stage of the process.

If you wish to discuss this opportunity further please contact Faye Gordon on 07818 510 304.



Call: **0300 1311 999**

Email: **hello@believehousing.co.uk**

Visit: **www.believehousing.co.uk**

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Spectrum Business Park, Seaham, SR7 7TT



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