

JOB DESCRIPTION: Head of Corporate Services

RESPONSIBLE TO:	Group Director
RESPONSIBLE FOR:	Responsible for the management of the HR department, all Administration functions (team), management of information and IT systems, facilities management and the training academy
LOCATION OF ROLE:	Head Office based with regular UK wide travel

JOB PURPOSE:

Reporting to the Group Director, the Head of Corporate Services is actively responsible for supporting, developing and implementing n-ergy's strategic plans in accordance with the companies mission and vision statements Managing the administration function of the company, and co-ordinating office processes and procedures to ensure organisational and operational effectiveness and efficiency. Managing all aspects of the HR function within the company including the Training Academy, together with management of information and IT systems and the facilities management. Based at head office, the role will require extensive travel to ensure appropriate and timely communication across all levels throughout the company.

The Head of Corporate services will support the Directors and Senior Management Team with business planning activities, providing practical and creative input in the development of new business initiatives, the design of current and future strategic and operational plans and will bring discipline to the strategic decision making process to manage the effective use of business resources.

The Head of Corporate services will have the ability and experience to motivate and drive the teams and colleagues to achieve both the overall company targets and key performance objectives. Strong people management skills are also essential to encourage personal development and ensure employee engagement is maintained and motivate staff at all times.

To be successful in this role, the Head of corporate services must have a proven track record of successfully managing people and teams, business planning and business plan writing along with a relevant sector qualification. The role will drive the business, lead by example and have effective and efficient organisation skills and will also have the following skills and experience:

- A strong proven track record in relationship building and management
- Strong analytical and problem solving skills
- An understanding of the offender reform sector
- An understanding of employability advice and recruitment needs for the hard to reach sector
- References to support consistent achievement of targets
- A proven understanding of working with colleges or other third party organisations
- Previous experience of developing and producing business plans
- Previous experience of producing board reports
- Previous experience of managing diverse and geographically dispersed teams
- The ability and commitment to adhere to all company policies and procedures and ensure that team members also adhere to them
- The ability to present at both internal and external meetings to support the achievement of company objectives

KEY ACCOUNTABILITIES:

HR -

- Manage and develop a small HR department to ensure quality services are provided.
- To ensure all managers are trained in n-ergy's HR process and procedures
- To take responsibility for revising and updating staff contracts with the Directors of the company.
- To take overall responsibility to ensure there is training and professional development of all staff throughout the organisation
- In conjunction with the HR manager ensuring all company guidelines are adhered to
- Develop and implement the HR /TM and People strategies aligned to the business objectives.
- Regularly review the company's talent management processes within the business areas, including performance/potential management, resource planning and succession planning with the HR manager and Senior Managers.
- Where necessary, work in partnership on projects to aid continuous improvement and implement improvement programmes (e.g. changes to working practices, organisation changes and business "excellence" or lean programmes).
- Working with senior managers to uncover the talent implications e.g. any significant gaps to meet long-term objectives and create a long-term workforce plan that prioritises people-related initiatives.

Training –

- Establish and maintain appropriate systems for identifying, planning, delivering and measuring learning and development.
- Manage a training plan that details required training that is delivered within the agreed/specific timescales and ensure outcomes are appropriately measured and reported on.
- Manage and develop direct reports.
- Liaise with the finance department to ensure control of training and development expenditure within agreed budgets.
- Liaise with other managers to understand all necessary aspects of their learning and development needs, and to ensure they are fully informed of corporate learning and development objectives.
- Succession plan and ensure training is aligned to support the plan.
- Develop training and communications materials to support learning and development needs.
- Ensure training activities meet and integrate with company strategies and policies.
- Write and deliver training lessons to continue personal development of Line Managers throughout the company.
- Manage the organisation and delivery of company induction sessions, including writing and delivering the presentations.
- Maintain the currency of the Training Matrix and share the information company-wide
- Develop an Academy approach to the design of a behavioural competency framework and Learning Programmes that support each job level with the business.

Administration –

- Expected to disseminate the contractual requirements of new contracts to delivery team members.
- In association with Senior Management colleagues, be responsible for achieving the targets set within the contracts, whilst supporting your own administration team.
- Responsible for the day to day management of the Administration Team, including the interview process, appraisals, absence management and any employee issues that may arise within the team,
- Responsible for ensuring accurate monthly invoicing is undertaken for each contract.
- Responsible for analysing reports generated by your department to confirm appropriateness and accuracy.
- Responsible for ensuring the office is well maintained at all times including opening/closing checks on a daily basis.
- Ensuring the office environment is comfortable, clean and meets employees' needs.

- Responsible for managing the Reception area, ensuring standards are maintained and ad hoc duties of the receptionist allocated as necessary.
- Responsible for preparing Senior Management and board papers by the specified days each month.
- Chairing the Senior Management team meetings on a monthly basis.
- Able to prepare reports as and when required including data manipulation and bespoke reporting.
- Providing leadership and guidance to the Administration Team including the effective delegation of work, monitoring of workload, performance management and priority management to ensure all activities and customer/client service levels are maintained.
- Required to liaise with Award body and existing and new prime contractors as and when business needs arise.
- Ensuring invoicing requests are prepared and sent to Finance in line with the claims procedure.

Business Planning -

- Responsible for developing and executing an operational business plan to ensure the successful delivery of the company strategy in line with timescales and budgets.
- Responsible for working closely with your Senior Management colleagues to ensure their plans are developed and executed in line with company strategy.
- Required to complete a monthly and quarterly performance management report.
- Required to keep abreast of industry news for our services/sectors and particularly, keep an eye on customer and partner developments.
- Responsible for supporting and co-ordinating business activities across the company.
- Providing practical and creative input to the development of new business initiatives.
- Bringing formality to the operational decision-making process and promote the efficient use of business resources.

Organisational Development and Training –

- Planning, developing and implementing a strategy for organisational development (covering particular areas relevant to the organisation's structure).
- Establishing and maintaining appropriate systems for measuring necessary aspects of organisational performance.
- Monitoring, measuring and reporting on organisational development plans and achievements within agreed formats and timescales.
- Managing and developing direct reports.
- Managing and controlling departmental expenditure within agreed budgets.
- Liaising with other functional/departmental managers so as to understand all necessary aspects of organisational development, and to ensure they are fully informed of organisational development objectives, purposes and achievements.
- Maintaining awareness and knowledge of new organisational development theory and methods and provide suitable interpretation to Directors and Senior Managers.
- Planning and implementing an administration strategy, including learner registration and certification.
- Further developing and maintaining administration systems and other relevant reporting and planning systems.
- Driving forward a culture of continuous improvement

ADDITIONAL INFORMATION:

- This role requires an individual with dedication and passion to make this role a success.
- The role will require sound analytical skills and a keen eye for detail.
- This is a pivotal role in the company and therefore will incur a proportionate amount of extra workload and a flexible approach to working hours as and when required.
- Working both in and out of the office, the role will include the ability to keep up with paperwork and meticulous diary-keeping to manage individual and team responsibilities.

- As a representative of n-energy, the Head of Corporate services will be smart, positive, personable and well-presented.
- The role will need the ability to communicate at all levels, whilst developing an excellent understanding of the values of the company and living those values to fulfil the position.
- The Head of Corporate services will possess a target-driven nature and will be required to travel frequently.

PERSON SPECIFICATION:

	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Educated to Master of Business Administration level GCSE's (including Maths and English Language C Grade) or equivalent. • Strong IT literacy skills. • Excellent organisational skills with a high level of attention to detail. 	Management qualification (MBA)
Experience/ Knowledge	<ul style="list-style-type: none"> • Proven track record of managing a HR department, preferably in a senior role. • Experience of designing and delivering coaching/mentoring, learning and development and talent management programmes • Interpersonal relationships, discretion and confidentiality • Knowledge of employment law • Experience of report writing utilising excel, word and power point • Ability to communicate at all levels • Experience of using HR Information Systems • Problem solving skills • Ability to innovate to create and implement continuous improvement initiatives • Experience of designing and writing HR policies, procedures, offers and contracts of employment • Knowledge of payroll and payroll procedures • Ability to support and influence all stakeholders, including Directors across the business • Adaptability and flexibility – willing to work on a variety of projects and perform in multiple roles 	<p>Knowledge of Offender Learning. Previous experience of working with ex-offenders or Previous experience of working within a prison setting.</p> <p>Experience of working with colleges or other third party organisations.</p>

<p>Competencies</p>	<p>1 Teamwork</p> <ul style="list-style-type: none"> • Works well with colleagues. • Provides appropriate, adequate and timely information as required. • Works effectively with the senior team as a whole. • Is aware of colleagues' challenges and has engaged in meaningful discussion to assist them. • Is able to maintain and add value to operational discussions in own area of expertise. • Resolving conflict/managing challenging situations. • Good commercial acumen. • Ability to build cohesive, engaged teams. <p>2 Administration</p> <ul style="list-style-type: none"> • Effective planning (including project management). • Problem solving. • Time management. • Decision making. • Budgeting and financial management. • Organisation of work. • Demonstrate their capability to capture meaningful data which in turn can be used to inform resource planning and business metrics. • Objectives SMART and realistic. <p>3 Interpersonal</p> <ul style="list-style-type: none"> • Display the ability to understand and help others in both an oral and written context. • Tolerant/tactful and co-operative. • Working well with colleagues and leading by example. • Volunteer help and contribute enthusiastically, to activities outside their immediate role and responsibility. • Collaborate well with others to improve company effectiveness. • Open mindedness in both reasoning and listening. <p>4 Personal Drive</p> <ul style="list-style-type: none"> • Set and achieve high standards of quality, quantity and timing of work. • Demonstrate self-awareness when working with others and demonstrate an inner drive to achieve successful outcomes. • Lead by example in sharing their vision and including personnel in the "how" to deliver their objectives/targets • Cost, quality and safety conscious. • Demonstrate the ability to work on their own initiative with drive and enthusiasm. • Put effective communications in place. • Demonstrate excellent written, verbal and presentation skills. <p>5 Commercial Awareness</p> <ul style="list-style-type: none"> • Hold a clear vision of the organisation and what it's strategic aims are. • Demonstrate the ability to lead their team towards this shared vision. • Keep an awareness of the organisation as a whole as 	
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	<p>well as working on the operational challenges posed to their department.</p> <ul style="list-style-type: none"> • Demonstrate contribution to maximising commercial performance through controlling costs and ensuring efficiencies where possible. • Demonstrate contingency planning, risk management and crisis management. • Recognise the connection between the people strategy and company goals. • Identify the knowledge and skills needed to grow the organisation and create a programme for discussion of needs with other senior team colleagues. • Create meaningful and consistent messages when giving their “expert” advice to colleagues. • Strategically collaborates and partners with other organisations e.g. recruitment/HR networks/job support centres etc. 	
<p>Role specific requirements</p>	<ul style="list-style-type: none"> • Full, current driving licence and use of a car which is insured for business use. • Excellent IT skills: competency in Microsoft Word, Outlook, Excel, Power point and Internet Explorer. • Prepared to undertake an enhanced Disclosure & Barring Service check (DBS) • Flexibility to work at multiple locations • Willing to be flexible regarding working hours. 	