**PART 1: JOB DESCRIPTION**

**PART 2: PERSON SPECIFICATION**

**Job Title:** **Director of Corporate Services**

**Date:** **March 2025**

**Part 1:** **Job Description**

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| **1.0 Job Purpose:**  Reporting to the CEO, the Director of Corporate Services will be responsible for leadership of the key central resource functions of ICT, Quality & Audit and Risk Management. The Director of Corporate Services will ensure the highest standards of quality and compliance are in place across the Organisation including ICT Cyber Security.  The postholder will act as a highly visible role model for colleagues within the organisation, fostering a positive and inclusive culture by being an engaging and inspiring leader.  They will provide strategic oversight and direction to ensure the delivery of high-quality guidance and support to employees, which will be legally compliant and enable Extern to achieve its vision and strategic objectives through its workforce.  The postholder will be responsible for the implementation of systems and processes to support best practice and appropriate governance and compliance in the areas of ICT, Cyber Security, Quality & Audit and Risk Management for the organisation. They will drive change, set clear direction and inspire multi-disciplinary teams to overcome barriers to efficiency including technology and process improvement. They will also provide accurate and timely risk management requirements and advice to the CEO, Strategic Leadership Team and the Board on developments and trends in their area of responsibility, plus all matters relating to the strategic planning of those services and their services. |

**Group:**  Extern Group

**Reporting to:** Chief Executive Officer

**Responsible for:** ICT, Quality & Audit and Risk Management

**Location:** Extern has offices in both Northern Ireland and Republic of Ireland.

Hybrid working with a minimum of two days per week based at Head Office in Mallusk.

**Hours of Work:** 37.5 hours per week, typically 7.5 hours per day. Flexibility regarding working hours, to include evening and weekend working, will be required to meet the requirements of the position

**Salary:**  Extern Director Salary Scale

**Responsible for:** ICT, Quality & Audit and Risk Management

**Departments Responsible for:**  ICT and Quality & Audit

**Key Responsibilities:**

**ICT**

* To provide monthly update reports to the CEO in relation to ICT functionality, assurances on security, and identify areas of risk and remedial actions required.
* To have strategic oversight of and responsibility for the ICT function, including implantation of the Externs key strategic ICT priorities.
* Responsibility for the development and review of all ICT policies and procedures.
* To work with the ICT senior manager to create and maintain an infrastructure to ensure best practice is implemented, appropriate accreditations are in place and the ICT function operates effectively and efficiently.
* To ensure ICT processes and systems are fully compliant with Data Protection and GDPR and good data governance practice.
* To work with the ICT Senior Manager to set and deliver the IT strategy to meet current and future needs of Extern embracing new technologies and creating efficiencies.
* To oversee the implementation, development, monitoring, maintenance, upgrading and support of organisational IT systems.
* To ensure appropriate security and data protection protocols are established and enforced to prevent cyber-attacks and data breaches.
* To oversee and manage the annual review of both the IT Health Check and Cyber Essentials Plus Accreditation.

To ensure that Externs ICT infrastructure complies with all relevant regulations, and quality marks.

* To ensure maximum return on investment from all technology projects.
* To collaborate with other senior managers to identify and address technology related challenges and opportunities.
* To stay up to date with industry trends and developments and make recommendations for improving IT systems and processes.
* To support the identification and implementation of digitisation within Extern to drive efficiencies and support operational service reach.
* To foster a culture of innovation, creativity and continuous improvement within the IT department and wider organisation.

**Risk Management**

* To develop an overall risk management strategy process for the organisation and implement comprehensive and coherent risk management policies to identify and mitigate potential risks to the organisation.
* To conduct thorough risk assessments to evaluate the potential impact of identified risks on the organisation’s operational and strategic goals.
* To ensure risk management training and awareness programmes are in place to embed a culture of risk awareness and proactive management.
* Where appropriate, to prepare and present risk management plans to stakeholders, including recommendations for mitigating risks.
* To support the existing Quality and Audit function to become a centre of excellence in creating and maintaining departmental dashboards to demonstrate impact and achieving improvement in delivery of all areas of work across the organisation.
* To act as the in-house specialist adviser on effective risk management including risk level assessment and mitigation process.
* To develop an annual audit plan and ensure that the resources allocated to the internal annual audit process are effective and maximised, with reports completed in a timely manner.
* To take the lead in crisis management and business continuity planning to ensure that the organisation can operate effectively during and after disruptive events.

**Leadership**

* To provide highly visible leadership across the charity, acting as an inspirational role model to internal colleagues and external stakeholders.
* To provide leadership, vision, motivation and support to senior managers and heads of Departments particularly within ICT and Quality & Audit.
* To translate strategic objectives into effective and achievable operational plans and monitor their progress and outcomes, mitigating risks where necessary.
* To plan, direct and oversee the activities of work within the specified functions to ensure that Corporate Services are efficiently allocated and aligned with Extern’s objectives.
* To oversee and support the development and implementation of effective, efficient, flexible and customer focused approaches to business support and service delivery.
* To provide accurate and timely advice to the charity, its Board, and the executive team on developments, and trends, in the areas of corporate safety/ risk, information technology and quality & audit, plus all matters relating to the strategic planning of those services and their Services.
* To lead the effective internal operation of the organisation across key corporate functions.
* To embed effective and positive organisational change.

**Strategy**

* To develop, lead and implement the delivery of key strategic priorities in line with the vision, mission and values of Extern, including the development of organisational digitisation upgrades and long-term financial and sustainability planning.
* To monitor and analyse the environment in which Extern works, identifying opportunities for improvements, efficiencies and strategic development

**Governance**

* To work closely with SLT colleagues to ensure that the organisation fulfils its legal, statutory and regulatory responsibilities.
* To provide evidence of adherence to best practice which demonstrates Extern’s Services are being expended efficiently and effectively.
* To maintain awareness of risk and changes in the external environment that may affect the organisation.
* To support the CEO by attending meetings, reporting, providing guidance and advice on significant issues and producing appropriate documentation and reports as required.
* To continuously review and evaluate the effectiveness of organisational risk management infrastructure.

**People Management**

* To embed and promote a values driven culture of shared learning, co-operation, commitment to improvement and high performance including the ongoing professional development of staff.
* To lead the ICT and risk management teams, ensuring they are empowered to fulfil their individual roles and organisational objectives.
* To develop plans in conjunction with the Director of People & Organisational Development which address current and future resourcing needs.

**Financial Management**

* To ensure robust risk management includes identification of issues that could cause financial exposures and identify risk mitigations.
* To oversee the monitoring of financial controls within the ICT and Quality and Audit Departments to ensure they are operating within resource and budget parameters.
* To work closely with the Director of Finance to agree budgets and make efficiencies which help support the sustainability of the organisation.
* To effectively manage tender processes to ensure both quality and value for money.

**Communications**

* Consistent with Extern’s overall communications strategy, to ensure effective and inclusive communication with all stakeholders.
* To represent the organisation at external forums and networks.
* To build, develop and maintain positive working relationships with external stakeholders.

**Other Duties**

* To support the delivery of cross-departmental projects and initiatives.
* To lead on any other projects that may add value and/or proactively move the organisation forward.

**Part 2: Person Specification**

**Essential Criteria:**

* Clear evidence of strategic thinking, influencing and negotiation skills.
* Strong organisational, analytical and project management skills, including ability to manage across projects and jurisdictions with conflicting demands and deadlines.
* Educated to degree or post graduate standard in a relevant subject.
* A minimum of 5 years’ experience of leading teams in the ICT or Risk Management areas; and – if only one of the above is covered - senior level experience in the other.
* A minimum of 5 years’ experience in a senior executive/ management role which included advising senior colleagues and decision makers. Knowledge of and significant experience in managing Corporate Services in a similar sized or larger organisation.
* In-depth understanding of risk management.
* Knowledge and experience of applying principles and practices to achieve good governance and meet statutory/ legislative requirements.
* Excellent communication and interpersonal skills, including the ability to build and sustain strong working relationships with key stakeholders.
* A collaborative approach and the ability to influence internal and external stakeholders to drive commitment, compliance and the delivery of results.
* Line management experience including experience of managing multiple business operational activities/ services.
* Track record of developing strong internal and external relationships and networks to support strategic and business delivery.
* Highly competent use of IT software, to include Microsoft Office applications.
* A track record of managing and making improvements across a mixed portfolio of functions.
* Ability to work flexibly and travel to work locations, sometimes outside normal office hours.
* Full clean driver’s licence and access to own car. The successful candidate must hold sufficient car insurance, to include provision for business related travel, to enable travel throughout Northern Ireland and the Republic of Ireland. *Please note; driving criteria will be waived in the case of an applicant whose disability prohibits driving however can demonstrate they meet the mobility requirements of the role.*

**Desirable Criteria:**

* Senior management experience in the Community and Voluntary sector
* Demonstrable knowledge and understanding of the challenges and opportunities for Extern as an organisation.