



TBcm



Director of Resources

Improving people's lives in Northern Ireland

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Introduction

Dear Candidate

I am delighted that you are considering the opportunity to join Belfast Central Mission (BCM) in this exciting new leadership role of Director of Resources.

BCM is an agency of the Methodist Church in Ireland. Founded in 1889, BCM works with people of all ages in communities throughout Northern Ireland. Through our wide range of social care projects we are able to make a positive and lasting impact on individuals who might not otherwise get the help they need.

Our Mission, or purpose is to improve people's lives across Northern Ireland and in order to achieve this we have set ourselves three goals based around Excellence, Growth and Influence.

Excellence

BCM has a well-deserved reputation for delivering excellent social care services and this is evidenced by our award-winning projects and services. This excellence is down to the dedication and hard work of our staff and volunteer team and we want to continue to build on this.

Growth

These excellent services have enabled BCM to grow significantly over the last number of years and we now have over 200 staff and a turnover

in excess of £5m. We have exciting plans for 2020 and beyond to continue this growth.

Influence

We believe that it is important that we use our influence with other organisations and stakeholders to improve people's lives and this will be a priority area moving forward.

We are about to embark on what is arguably one of the most exciting chapters in our organisation's history and we are looking for an exceptional individual to join our Leadership Team. That person will share our values of respect, integrity, being person-centred and with a commitment to service excellence and our passion for improving people's lives. With expertise and experience gained in a social care context, the postholder's key priority will be to develop the strategies for BCM's human, physical and financial resources to maximise the positive impact we have on society.

We will be looking for an individual with ICT knowledge who can provide world class financial governance, who can marshal our procurement resources to greatest effect and who will role model the highest standards of Human Resources management.

If this sounds like you, we look forward to hearing from you.

Nicky Conway
Chief Executive



We are BCM

BCM (Belfast Central Mission) is an agency of the Methodist Church in Ireland and one of Northern Ireland's oldest charities.

It was established in 1889 as part of the church's response to inner city poverty and deprivation in Belfast.

BCM's motivation was then, and remains, meeting the needs of the whole person, spiritual, emotional, social and physical through its diverse social care projects and five congregations at Grosvenor Hall, Sandy Row, Donegall Road, Belfast South and the Church of the Resurrection.

Whilst of Methodist origin, BCM requires no religious commitment from any of its staff or those who benefit from its services and aims to help people in need, irrespective of religious, ethnic or political affiliation.

Since its foundation BCM's work has developed beyond Belfast and it now actively seeks to develop services across Northern Ireland.

BCM is a registered charity and company limited by guarantee and is governed by a Board of Directors which is responsible for the overall governance.

The Board delegates authority to BCM's Executive to act on its behalf in relation to the overall governance and strategic direction of BCM in accordance with the Memorandum and Articles of Association and other legal and regulatory guidelines.

We are a charity with a strong ethos and value base.

Our values are important to us and they underpin our desire to win trust and confidence in what we offer and how we engage with people.

We will act in a principled and responsible way in all that we do and we have a strong commitment to our values.

Our Mission and Values...

Our mission is...
“to work with
people in
Northern Ireland
to improve
their lives”



We want BCM to be recognised as an excellent, professional service provider offering support to vulnerable people who turn to us at a time of need in their lives.

Our values are important to us and they underpin our desire to win trust and confidence in what we offer and how we engage with people.

We will act in a principled and responsible way in all that we do and we have a strong commitment to a set of values as follows:

Respect

Inclusion, compassion, dignity and respect for each individual are at the core of everything we do.

This extends to service users, colleagues, volunteers, congregation members and the wider community we serve.

Person-Centred

We will work with people to empower them and together we will find solutions that reflect individual needs and address the range of issues that might be preventing a person from enjoying a fulfilled life.

We will seek to address people's social, spiritual, environmental and emotional needs.

Integrity

A commitment to openness and transparency in how we operate and use our earned and gifted resources – public and private.

We are accountable to stakeholders and beneficiaries for our use of resources.

Excellence

BCM will work to continuously improve services and pursue high levels of stakeholder and service user satisfaction.

What we do...

Housing Support for Older People

Belfast, Dungannon, Craigavon, Armagh & Newry

We provide much needed practical and social support to vulnerable older people who may be dealing with small issues or crisis situations when they need emotional and practical support to help them within their homes.

Very often there is no family support and our support workers become like a family member to them. Our relationships with our service users are based and built on trust.

It's well regarded by funders as a supportive and caring service that can be relied upon to support those who find themselves in difficult positions.

Housing Support for Young People

Dungannon, Ards, Bangor and Magherafelt

Our aim is to empower young people to live independently in their own homes. We work with young people aged 16-25 who are experiencing difficulties with their current tenancies, who are homeless or who require help to develop independent living skills to maintain their tenancies.

Community Services

Greater Belfast

We offer a Wednesday Lunch Club, Tea Dances, Holiday Programmes, Christmas Programmes and Befriending Services in the greater Belfast Area for our older service users.



Parents' Support Project

Ards and Dungannon

We work with young parents on a one to one and group basis. Throughout the year we work with young people to help them develop and enhance their parenting skills. We support the young parents and their children in a variety of ways including home visits, attending medical appointments, signposting to other services, helping them to deal with challenging behaviour as well as offering additional services such as a regular baby morning or organising a short holiday for them.

Therapeutic Counselling

Newtownards

We have offered a therapeutic counselling service in Newtownards with an accredited Senior Counsellor. We offer up to 12 sessions of counselling per week mainly for 1:1 counselling and the service is open to young adults up to 25 years of age.



Supported Housing

Belfast, Magherafelt, Bangor and Dungannon

We operate a range of residences including Magherafelt's Tafelta Rise - a modern, purpose-built facility for young people aged 16-21 years who are transitioning care, young homeless and vulnerable 18+.



The facility is supported by a team of ten full-time staff, who provide a range of supports to assist with the development of practical independent living skills, emotional support, help with education and training and connecting young people with the local community.

Overall, our young people continue to present with complex needs and behaviours. However, staff continue to ensure that excellent standards of support and care are offered. This has been highlighted by our annual RQIA inspection which confirmed that BCM offers safe, compassionate and effective care.

In Belfast, we have accommodation comprising three self-contained flats and a Shared House with three bedrooms for young people. The project is staffed 24 hours a day, seven days a week which ensures that a high level of support is available to our service users

Kirk House

Belfast

Kirk House is a Housing with Care facility which opened in 1994. With 42 flatlets we can accommodate 46 older residents with an aim to promote privacy, independence and companionship, whilst acknowledging each resident's individuality. We continue to operate at a full occupancy rate for most of the year with a waiting list also in place. We practice positive person-centred care by following Buttons: a household model of care developed by Kirk House staff.



Social Enterprise

Puddleducks Day Nursery

Belfast

We sustain Puddleducks as a viable business and social enterprise to generate an income to support the ongoing work of BCM. Alongside this, we endeavour to create a reputation for best practice by aiming to achieve the highest standards of child care and learning experiences for all registered children.

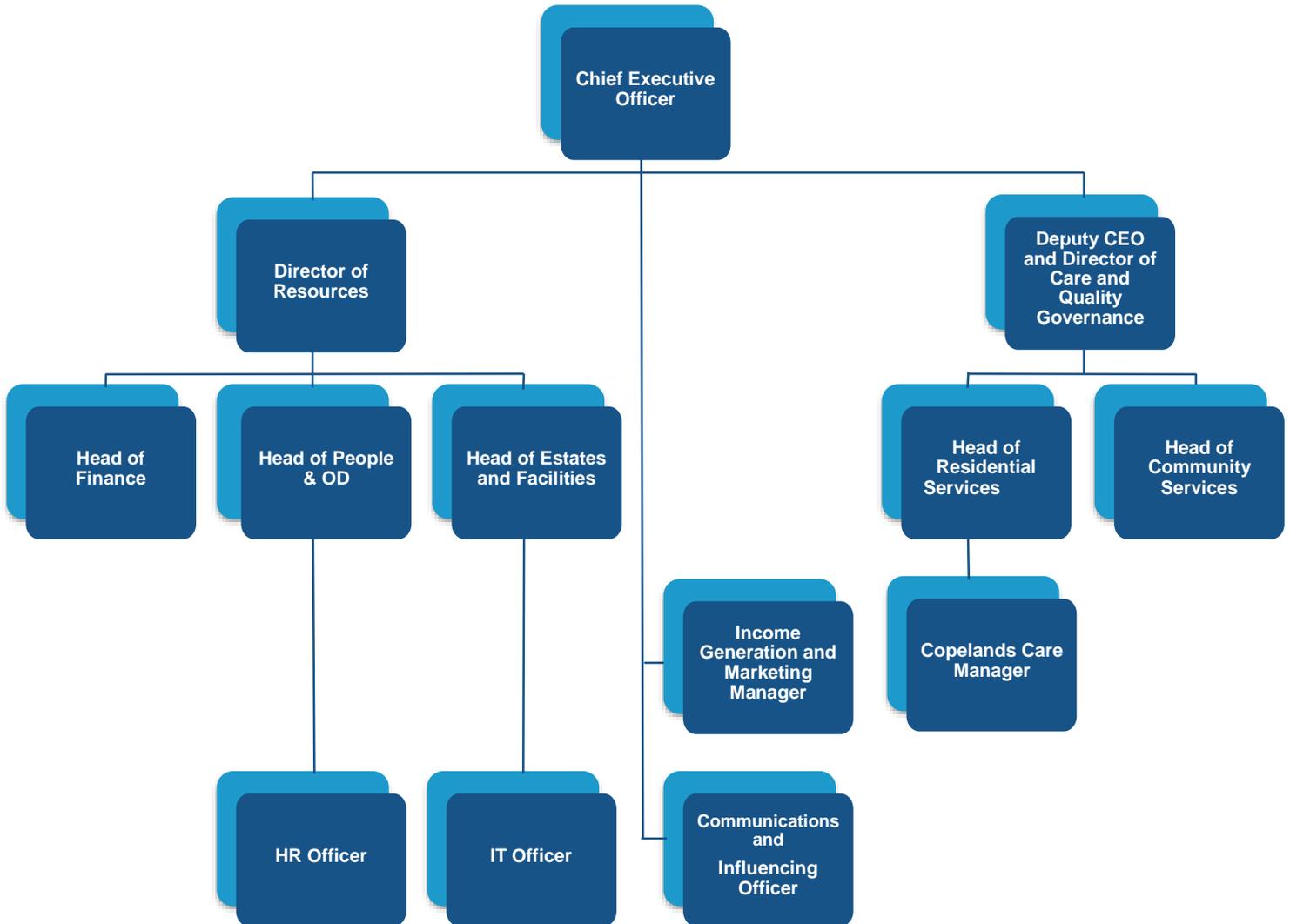
BCM Room Hire

Belfast

Situated in a prime location in Belfast City Centre, BCM Room Hire offers excellent and affordable meeting rooms, function rooms and Conferencing facilities for hire. A variety of rooms available enables our guests to choose and suit the requirements of catering for events for 2-200 people. Our BCM Room Hire staff are dedicated and trained to provide the highest levels of customer service.



BCM's structure in 2020





Links to Strategy & Financials

Strategy

We're approaching the final phase of our 2017-2021 strategy. Click on the link to download a [pdf copy of the strategy](#).

Annual Reports

Access pdf copies of our most recent three years' annual reports from the links below:

[Annual Report 2018](#)

[Annual Report 2017](#)

[Annual Report 2016](#)

11,050

Volunteer hours
donated

130

Volunteers

198

Staff Members

£5,282,375

Total restricted and unrestricted income

£4,391,970

Total expenditure including fundraising

Job Description

Title of Post	Director of Resources
Location	BCM Headquarters
Reports to	Chief Executive Officer
Responsible to	Chief Executive Officer
Salary	c £55,000 (negotiable subject to relevant experience) 10% employer pension contribution

Job Summary and Purpose

A member of the Executive Leadership Team and accountable to the Chief Executive and the Board of Trustees, the purpose of this role is to provide strategic direction and leadership for all BCM's business support functions and resources to include:

- Finance
- Human Resources and Organisation Development
- Facilities
- Information Technology
- Legal
- Quality standards
- Governance

The role is responsible for developing an integrated support function which provides professional, customer-focused expert advice, operating as a centre of excellence in enabling BCM to function more effectively. The postholder will take an organisation-wide view of the deployment of resources under their direction ensuring that they are targeted towards achieving BCM's key priorities and outcomes.

Fulfilling the role of registered Company Secretary, the postholder will be responsible for ensuring compliance with the Companies Act and Charities Legislation.

Key Responsibilities

The postholder will be responsible for the following key areas of BCM activities;

- Manages BCM's human, physical and financial resources to ensure maximum utilisation, efficiency, effectiveness and quality of service.
- Provides oversight and direction of all matters relating to the formation, development and implementation of policy and strategy decisions relating to corporate support functions.
- In conjunction with Executive Leadership Team, imbues and embeds a culture of continuous improvement in service delivery.
- Ensures that the BCM's approach to financial governance and statutory requirements is compliant, transparent and best practice.
- Ensures all procurement procedures are efficient, meet stakeholder requirements and are understood and implemented across BCM.
- Ensures that all financial procedures are efficient, meet stakeholder requirements and are understood and implemented across the BCM.
- Oversees and monitors financial and human resource management systems including management of volunteers and procedures ensuring best practice is adhered to.
- Leadership of all aspects of corporate governance and risk management ensuring all statutory requirements are met.
- Invests in the development and management of key professional relationships which will advance the operations of the organisation.
- Ensures all contractual obligations are met and demonstrates strong negotiation resulting in robust selection and appointment of sub-contractors.

- Leads the development of a culture which models the values of the organisation and which reflects openness, transparency and honest discussions about quality in all aspects of BCM governance.
- Oversees and leads all aspects of accommodation and infrastructural facilities ensuring adherence to all relevant Health and Safety and associated legislation.
- In conjunction with Corporate Leadership Team, the development and implementation of annual operational and strategic business planning.
- Supporting the Chief Executive Officer in the assessment of priorities for revenue and capital expenditure demonstrating commitment to best value for money in all aspects of organisational procurement and spend.

Strategic Responsibilities

- Provides strategic direction and leadership to the Resources directorate on all related aspects of services provided, ensuring that relevant organisational needs across the whole of Northern Ireland are taken into account.
- Supports, maintains and establishes relationships with key partners, in particular from the statutory sector, including commissioners and providers, to ensure that BCM is recognised for its contributions and is in a position to help with the planning of services and delivery of appropriate services as required by commissioners.
- Advises the Board and Chief Executive on all aspects of corporate services and corporate governance ensuring that BCM is in appropriate

position to access initiatives and resources to meet organisational priorities and needs.

- As a member of the Executive Leadership Team, actively contributes to the vision and strategic direction and sustainability of the organisation.
- Provides financial and business expertise and input into BCM's strategic planning ensuring that all aspects of accommodation, human resources, financial and broader corporate objectives are addressed and link to BCM vision.
- Provides the Chief Executive Officer and Board of Trustees with assurance that relevant planning and business decisions comply with relevant legislative requirements.

Operational Responsibilities

Reporting to the Chief Executive and the Trustees, the postholder will have a series of corporate responsibilities under broad headings including; ensuring effective Finance, Facilities, ICT and People services, ensuring robust financial planning, accounting of all financial transactions, contracts management, procurement, risk management, health and safety of the organisation, and robust corporate/charity governance.

Financial management

- To develop, recommend and implement financial strategies, plans and policies that enable the management of costs to achieve economies, efficiencies and effectiveness across the whole of the organisation.
- Provide financial assurance to the Chief Executive and the Board by implementing and overseeing financial systems operated by the

organisation are subject to regular review; have appropriate levels of system controls and facilitate financial management. Ensure frameworks are in place which recognise all statutory and regulatory responsibilities and deliver effective financial governance; financial viability and Value for Money.

- To keep under review, in conjunction with the Executive Leadership team the charity's financial business plan, and to provide clear and regular management information on key indicators of the charity's financial, cash flow and operational performance.
- Ensure that the charity's financial systems comply with statutory/regulatory compliance and other best practice and that internal and external audit requirements are met.
- Development and management of financial frameworks which effectively manage all procurement process, cash and loan portfolios.
- Develops and implements financial management systems and procedures across the whole organisation including internal controls and annual audits.
- Produces budgets, accounts, financial analysis and forecast modelling annually and as requested.
- Undertakes ad hoc financial analysis to support business decision making and inform strategic planning.
- Ensures timely preparation and submission of all external reporting requirements eg Annual Report.
- Oversees timely delivery of the payroll and PAYE, Year-end HMRC payroll returns and Charity Commission reporting.

- Oversees, monitors and reports on the impact of Pension Schemes, assessing the liabilities which impact on the organisation.
- Is responsible for all tax affairs including corporate tax, VAT, Gift Aid and PAYE providing robust links to other directorates to ensure probity and compliance as well as maximising BCM income streams.

People and culture

- Responsible for the delivery of a People Strategy that supports the needs of BCM and which offers an environment of choice to employees, and achieves to the highest standards of performance.
- Ensure the design and implementation of leadership, management development and talent management strategies to ensure effective succession planning.
- Provide professional support and advice for the recruitment, appraisal, training needs and development plans for Board of Trustees.
- Ensures that all HR policies and procedures are compliant, in place, are understood and implemented by all staff to ensure the health and well-being of all client users, staff and volunteers.
- Oversees the development and management of human resource systems and processes, ensuring that best practice is adhered to at all times.
- Provides oversight and input into the organisational development of BCM ensuring that our workforce planning and development policies and procedures are effective and meeting business needs.

- Provides oversight of all aspects of people development ensuring that BCM understands and proactively provides development opportunities to all staff and volunteers.

Corporate Governance, Risk and Compliance

- Provides the Chief Executive Officer and Board of Trustees with assurance that BCM meets and implements best practice financial governance and risk management procedures.
- Takes the lead role in managing and overseeing the organisational Risk Register and in conjunction with all management ensures that appropriate registers are in place throughout the organisation.
- In conjunction with the Chief Executive Officer provides leadership and effective management of business continuity planning and emergency planning.
- Oversees the effective and robust procurement and contracting of all BCM services.
- In conjunction with Executive Leadership Team colleagues, provides coordination for collation and reporting of necessary data to variety of internal and external stakeholders, providing insight into organisational metrics and performance.

Estates and Facilities Management

- Provides oversight and assurance that BCM estates and facilities meet all statutory and health and safety requirements.
- Provides oversight and assurance that BCM estates and facilities are safe, accessible and a positive experience for users, staff and visitors.

- Puts in place effective control and procurement systems to effectively manage third party supplier arrangements.

ICT

- Ensure that the Information Technology function has an effective Information Computer Technology infrastructure, hardware (software, systems and programmes) to enable BCM to effectively carry out its business and ensure that risk is minimised by establishing contingency arrangements and disaster/recovery planning.
- Leads the development and review of BCM ICT strategy, infrastructure and maintenance and ensure that it meets service requirements.
- Provides oversight and assurance that BCM's approach to data protection and data/cyber security comply with good practice and that all information and ICT policies and procedures are effectively implemented.

Health and Safety

- Provides oversight that all aspects of BCM organisational activities comply with best practice health and safety regulations and relevant statutory requirements providing Chief Executive Officer and Board of Trustees with assurance on meeting requirements.
- Ensures that organisation wide Health and Safety policies and practices are developed and implemented to provide confidence to the Chief Executive and the Board of the wellbeing of all staff while working for BCM.
- Be responsible for ensuring all Health and Safety policies, procedures and practices are effective and legally compliant.

- Responsible for ensuring financial risks facing the organisation are assessed and reviewed with the necessary measures to control and manage financial risks are put in place.
- Ensure that BCM is 'Properly Governed' by having appropriate governance and company secretariat support.

Quality

- Lead our quality assurance work. Initially overseeing the retention of existing quality marks and then identifying and achieving additional quality marks that will see the continuous improvement in BCM's operations.

Business Improvement Services

- To progress the modernisation and transformation of BCM's business operations, processes and systems.
- To develop, implement and maintain performance management and quality assurance procedures for BCM.

Governance Responsibilities

- Takes a lead role along with other Executive Leadership Team members in delivering BCM's governance structures and processes for all service areas.
- Shares responsibility with the Executive Leadership Team and Board of Trustees in policy formulation, corporate governance and operational management of BCM.
- Encourages a culture of continuous improvement throughout all BCM services.
- Attends meetings of Board of Trustees and sub-committees reporting on and recommending to

Trustees issues relating to enhanced delivery of all services.

- Ensures open, transparent and effective communication with the charity's membership.
- Works closely with Executive Leadership Team in identification, management and mitigation of risk.

GENERAL RESPONSIBILITIES AND BEHAVIOURS

- To implement and positively promote equal opportunities in service delivery and employment practices.
- To take due responsibility and set an example for the health and safety of yourself and other individuals.
- To undertake training and attend meetings as required and directed by your line manager.
- To ensure compliance with BCM's Equality & Diversity policy at all times.
- To take responsibility for managing, monitoring and reducing risk within BCM.
- To be committed to delivering a service that is value for money.
- Delivers and continuously improves excellent customer service.
- Works as part of a team, both internally and with partner organisations, to achieve common goals and improve quality of service(s).
- Continuously strives to meet individual needs of customers.
- Uses appropriate communication effectively, whilst recognising and understanding the needs of others.

- Manages and prioritises work activities, ensuring the best use of resources.
- Identifies problems, analyses information, explores options and uses judgement to reach informed decisions.
- Influences, motivates and inspires others to achieve our objectives and goals.
- Takes responsibility for, and is aware of, the impact of their actions and behaviours upon others. Is committed to continuous self-development.
- Contributes to and develops objectives for the organisation appropriately.
- Embraces change and adapts to a changing environment.

Person Specification

Qualifications

Essential qualifications include;

- Qualified ACCA, CIMA or ACA Accountant with current membership.
- or**
- Qualified CIPD with Chartered Membership or Fellowship.

- Evidence of continuing professional development.

Desirable qualifications include:

- Leadership/management qualifications.

Previous Experience

Experience necessary for this position;

- A minimum of 5 years' experience of management and leadership at senior management and board level.
- Proven track record of strategic and business planning in a complex operating environment, including demonstrable evidence of planning or leading major organisational development.
- Recent track record of leading and managing successful financial services within a complex environment with evidence of refreshed financial planning and diversification of income streams.
- Significant proven experience of developing and implementing financial systems and procedures.
- Demonstrable and significant experience in financial budgeting, analysis and reporting (including costing, contracting, finance control and third-party supplier management) within a complex organisation with a turnover in excess of £1m.
- Demonstrable working knowledge of management of ICT systems, software and application.
- Track record in leading and managing a human resources function with a knowledge of human resource legislation and pensions in an organisation with staff numbers in excess of 50 people.
- Significant experience of stakeholder management with demonstrable track record of successful influencing and negotiating.

Skills/abilities

- Strong operational management skills with a successful track record of developing and implementing support function frameworks; setting challenging performance measures and ensuring their delivery.
- An ability to lead a group of support teams providing exceptional quality of care in a challenging environment. Demonstrating added value in all activities.
- Proven successful leadership and operational management of multi-disciplined teams: establishing performance measures and raising performance levels; developing critical capabilities; leading through organisational changes- effectively dealing with uncertainty and areas of conflict to ensure current and future success.
- Proven skill in successful management and participation in the formulation of corporate objectives, policies and strategies.
- The ability to inspire and lead a collaborative approach to working.

Knowledge

- Sound understanding of and experience of financial management, including budget formulation and financial monitoring.
- An understanding of devolved government, and experience of operating successfully within complex decision making structures and negotiating successful outcomes.
- Sound understanding of supporting a culture of effective people management and employee engagement to enhance the contribution of staff and to improve innovation, effectiveness and efficiency of delivery.
- An understanding of ICT strategy and implementation.
- In depth knowledge of Companies and Charity Legislation in Northern Ireland.

Aptitudes

- An inspirational leader, visionary and visible; able to lead by example. Empowering, enabling, motivating and developing others.
- A highly effective communicator with strong influencing skills, able to inspire confidence and trust at all levels.
- A skilled stakeholder manager with first class interpersonal skills, able to inspire confidence and trust at all levels. The gravitas to make an impact at the highest levels.
- A strategic operator with the tenacity and personal drive to deliver continuous performance improvements and lead transformational change. The ability to apply sound judgement in responding quickly to fast moving priorities whilst also identifying and working towards longer- term goals.
- A corporate player acting with integrity, professionalism, energy and drive in the best interests of the organisation and in accordance with the agreed strategic direction.

Shortlisting Requirements

To be shortlisted, candidates are required to have:

- ACCA, CIMA or ACA qualification with current membership or CIPD qualification with Chartered Membership or Fellowship.
- 5 years' management and leadership experience at senior management and board level.
- Demonstrable evidence of planning or leading major organisational development.
- Recent track record of leading and managing successful financial service in a complex environment.
- Significant experience in financial budgeting, analysis and reporting.
- Demonstrable working knowledge of ICT systems, software and applications.
- Experience in managing a human resources function.

Desirable criteria include:

- Leadership/management qualifications.

If we receive a high number of applications, we reserve the right to increase the number of competencies that the candidates will have to demonstrate, including desirable criteria.

The Interview Stage

At interview stage, candidates will also be assessed against the following criteria:

- Commitment to the ethos and values of BCM.
- A high degree of personal and professional credibility to engender trust and inspire external stakeholders.
- Credible and confident communications.
- Exemplary interpersonal skills, able to engage people of all levels, backgrounds and disciplines, and to communicate effectively with internal and external stakeholders to build support for the organisation.
- The ability to think and act strategically, developing practical and creative solutions.
- High self-motivation, creativity and determination, with the ability to take the initiative and problem-solve effectively.
- Tactical awareness and the credibility necessary to operate and communicate at a senior level.

These will be required and assessed alongside key roles and responsibilities outlined in the Job Description and Person Specification.

How to Apply

Please forward a CV, maximum three A4 sides, together with a completed Supplementary Questions form available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with in the recruitment timetable.

The deadline is **Noon on Monday 9 March 2020**. Applications should be made either by email to:

patrick@engageexec.co.uk

or by post to:

Patrick Minne

Engage Executive Talent

31 Bruce Street

Belfast BT2 7JD

Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid, normally a large letter stamp, to return the form.

Contact Patrick on 028 90245356 if you have any queries about the role or the application process.

Monitoring and Criminal Convictions Disclosure

Please complete the Equal Opportunities Monitoring Form and Criminal Convictions Disclosure Form appended to the supplementary questions form. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

BCM is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Timeline

**CV and Supplementary Questions
form to be submitted**

Noon, Monday 9 March 2020

First Interview

11, 12, 13 March 2020

Second Interview

19, 20 March 2020

**Final Interview (including a seen or
unseen task)**

23 March 2020



Please address any enquiries relating to the advertised position, and your submission, to our recruitment partners:

Patrick Minne
Engage Executive Talent
31 Bruce Street
Belfast BT2 7JD

Tel: 028 90245356
Email: patrick@engageexec.co.uk

www.engageexec.co.uk

Enquiries unrelated to recruitment can be addressed to:

Belfast Central Mission
Grosvenor House
5 Glengall Street Belfast BT12 5AD

Tel: 028 9024 1917
Email: info@belfastcentralmission.org

www.belfastcentralmission.org

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