JOB DESCRIPTION

Job Title: Interim Head of Corporate Services
Grade: 5
Hours: Full-time (35 hours per week)
Reports to: Director of Finance and Membership
Key relationships: Chief Executive Officer
SMT
Events Team
Other members of the Corporate Services team
PA to CEO
Other functions at RCSLT Head Office

Job Context

The Royal College of Speech and Language Therapists (RCSLT) is the professional body for speech and language therapists across the UK. The RCSLT has more than 17,500 members and employs around 50 staff predominately based in a London office. The RCSLT also has offices in Belfast, Edinburgh and Cardiff.

The RCSLT is currently undergoing a review of some elements of our corporate services function, along with on-boarding a new external HR provider and the post holder will enable us to consider future requirements and ways of working.

Job Purpose

Reporting to the Director of Finance and Membership, the Interim Head of Corporate Services is actively responsible for supporting, developing and implementing RCSLT’s strategic plans in accordance with our vision and purpose.

The Interim Head of Corporate Services leads the co-ordination and management of all aspects of RCSLT’s outsourced HR function, information systems and IT infrastructure and facilities management to ensure organisational and operational effectiveness and efficiency. The role also includes leading on contract management.
This post holder is the Data Protection Officer for the RCSLT.

**Scope and Accountability**

The Interim Head of Corporate Services is accountable for:

- working with the external HR provider and staff in the effective development, implementation and monitoring of HR policies and procedures
- the development and implementation of contracting policies and procedures
- all aspects of facilities management, including RCSLT’s IT infrastructure and future development as part of our overall digital strategy
- ensuring that the RCSLT is GDPR compliant and staff are appropriately trained
- information management
- disaster recovery and business continuity

**Responsibility for Resources**

The Interim Head of Corporate Services is accountable for the following resources:

- Office Manager and Receptionist
- IT infrastructure, and external contracted support
- HR support to the organisation
- HR software
- RCSLT buildings and facilities including Nations’ Offices
- Delegated budget

**Main Responsibilities**

**Staff Management**

1. Carry out supervision of the Office Manager ensuring that all day-to-day processes and routines are operating satisfactorily.

2. Train and develop any person engaged as Office Manager.

3. Carry out performance management of the Office Manager, including appraisal and identification of development and training needs.

**HR Management**

4. To keep up to date with legislative changes which impact on HR policies and procedures and lead our work with the external HR provider to develop and update these.

5. To develop and maintain procedures to support the implementation of HR policies and report on HR metrics in accordance with governance requirements.

6. To monitor and review the agreement with the Union, including effective partnership working with staff side representative(s).

7. To ensure the regular review of staff pay and conditions.
8. To provide support to colleagues on HR casework as required.

9. To ensure that new starters, leavers and payroll changes are properly recorded and correspondence issued

**Information Systems and Infrastructure**

10. To develop and implement the organisation’s IT strategy and ensure that it is aligned with our digital strategy.

11. To ensure that RCSLT’s IT infrastructure supports delivery of our corporate objectives.

12. To work with the SMT to develop and maintain appropriate IT policies and processes.

13. To ensure effective data protection procedures are implemented and any legislation requirements are met.

14. To act as Data Protection Officer.

15. To develop and implement RCSLT’s information management policy.

**Facilities**

16. To review and maintain RCSLT’s facilities to ensure that they support our operational requirements.

17. To be accountable for meeting health and safety requirements.

18. To be accountable, along with the Events & Engagement Manager, for the front of house service to visitors and guests.

19. In addition to statutory disability access, ensure that the RCSLT offices demonstrate best practice in inclusive communication.

**Disaster Recovery & Business Continuity**

20. To be responsible for the development of the RCSLT’s disaster recovery and business continuity policy and plans.

**Contracts Management**

21. To develop, implement and review contracting policies and procedures.

22. To draft and review contracts, taking legal advice where necessary.

23. To support colleagues on contracts for which they are responsible.

24. To establish systems to performance manage contracts and build effective relationships with external suppliers within delegated areas of responsibility.
25. To maintain and review the register of all contracts.

Communications and key working relationships

The postholder will establish good relationships with all staff, both in Head Office and the nations, and will particularly work with the Senior Management Team and with the PA to the CEO in respect of HR matters. They will also work closely with the Digital Products Manager.

Through oversight of the Intranet and more generally, the postholder will ensure that all staff are up to date with developments in their area of responsibility.
Person Specification

Knowledge and Qualifications

- Up-to-date knowledge of employment law, and of trends and best practice in HR and ideally of equality law
- Up-to-date knowledge of health and safety requirements,
- Ideally up to date knowledge of IT infrastructure best practices
- Up-to-date knowledge of data protection legislation, including GDPR

Experience

Experience of leading on all areas of corporate service provision, including:

- Development and implementation of HR policies and procedures
- Ideally experience of using HR information systems
- Procurement, including tendering and drawing up contracts, seeking legal advice where required
- Facilities management, including customer service, and specifically of IT infrastructure
- Working with suppliers and contractors to support delivery of outsourced services in area of own responsibility
- Data protection and management of information

Skills and Abilities

- Excellent interpersonal skills and ability to collaborate and establish relationships with a range of colleagues, suppliers and members, using diplomacy and tact
- Excellent written skills and a meticulous attention to detail and accuracy
- Ability to coordinate and manage work to meet deadlines and within budget
- Strong team player and able to constructively engage colleagues through both formal and informal routes
- Good commercial acumen
- Effective at collaborating with and managing external suppliers
- Ability to use effective leadership behaviours to motivate and engage staff and others

Personal Qualities

- Demonstrates the ability to work on own initiative with drive and enthusiasm
- Discreet with confidential and sensitive information
- Adaptable and flexible
- Proactive problem solver and developer of new solutions
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work
- Commitment to the aims and charitable objectives of the RCSLT
- Able to undertake occasional travel within the UK