

Integrated Care 24 (IC24)

Chief Financial Officer

Candidate Pack

August 2024



Welcome

Thank you for your interest in becoming our new Chief Financial Officer at Integrated Care 24 (IC24), following the retirement of the incumbent postholder.

IC24 has a very proud 25+ year history of providing high quality primary integrated urgent care services. We have grown from a Kent GP co-operative to an NHS 111 and Integrated Urgent Care (IUC) service, meeting the needs of 6 million people in the south-east and east of England. As a result of an expansion in our footprint, IC24 will deliver integrated urgent care services in Gloucestershire from late 2024. We also provide an England-wide paediatric clinical assessment service in partnership with NHS England.

We are an independent, employee-owned social enterprise with the values of **Innovation, Care, Excellence and Respect** at our heart. Any surplus we make is reinvested to support improved patient experience. We were one of the first social enterprise in the UK to be awarded the prestigious Gold Mark status, which recognises excellence in a range of areas, such as governance and transparency. We are one of only five social enterprises in the UK to hold this award.

This is an exciting time for us. While the commissioning landscape will remain challenging for all organisations over the coming years, we continue to expand our 111 service and are investing in CLEO Systems, our commercial healthcare IT subsidiary, with the aim of improving the effectiveness of the whole of the UK primary, secondary, urgent and emergency care sector. We have also invested in a growing number of GP primary care practices, which are joining us with a view to using the benefits of scale and innovation to drive improvement for patients and clinicians.

A key member of our unitary Board, as our Chief Financial Officer you will provide strategic oversight of our finances and commercial insights to the Board on opportunities and risks for our business. Driving a culture of continuous improvement, you will challenge existing governance and controls frameworks to deliver even greater efficiencies and

sustainability, while providing regular reporting both internally and externally to our commissioners and regulators. As we continue to explore opportunities to grow over the coming years, you will also advise us on our growth strategy and investment and business models to ensure financial viability and sustainability, as well as inform our Board on risk appetite.

We are seeking a values-led chartered accountant and experienced finance leader with excellent strategic knowledge, combined with an ability to balance the operational demands of a medium sized enterprise. Honesty and the very highest levels of integrity are core behaviours. A confident communicator, you will be adept at building strong relationships with internal and external stakeholders at all levels, including contributing effectively to a unitary Board environment. Prior experience of working directly with the NHS is a must, although we will also consider candidates who have done so in either a non-executive or advisory capacity and so we are firmly open to candidates from a range of backgrounds.

We are encouraging both of experienced Finance Directors who are keen to join an innovative social enterprise, as well as emerging talented leaders looking to step into your first executive director role. Whatever your background, you will share our passion for providing exceptional patient care and be excited about the opportunity to drive improvement in a complex, challenging and highly rewarding setting.

If you like what you've read in this document and feel inspired to join our organisation, then I would love to hear from you.



Dr Andrew Catto PhD FRCP
Chief Executive Officer

About us

IC24 delivers a range of integrated urgent and unscheduled care services, including GP-led out-of-hours and NHS 111. We are leaders in the sector, providing out-of-hours coverage and 24/7 NHS 111 coverage to over six million people, delivering nearly a million calls per year.

We generate an annual income of around £75million and operate in Kent, East and West Sussex, Mid and South Essex, Norfolk and Waveney, and will soon be taking on Gloucester services. Our 1,200 people work with other healthcare partners to provide excellent care for patients.

IC24 also delivers primary medical care (GP) services in Sussex and urgent dental care in a joint venture with iDental.

As a social enterprise, we are a private, not for profit, provider of NHS services and a trusted member of the NHS family, working in partnership with statutory NHS providers and Integrated Care systems.

In addition, the IC24 Group has a wholly owned subsidiary, **CLEO Systems**, which is a leading provider of digital patient care solutions for use in the urgent care space. We have developed several exciting first of type software solutions that are being adopted not only in urgent care, but NHS secondary and mental health settings.

At IC24, our purpose is to provide responsive, safe, high-quality urgent healthcare at the right time, in the right place, supporting our patients to ensure they live their lives to the full.

Our Values



Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.



Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.



Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.



Respect

We recognise each other's differences and show consideration for one another and the environment we live in. We also recognise that civility improves our workplaces and helps toward our ambition of being a great place to work.

Job Description

Job title: Chief Finance Officer

Department: Finance & Corporate Governance

Reporting to: Chief Executive Officer

Reporting lines: Payroll Manager, Financial Accountant, Finance Business Partner x4, Purchasing Manager, Board Governance Manager (team of 20 overall).

Job Purpose

As a member of the companies Executive Board, the postholder is responsible to ensure the effective financial management and governance of the IC24 Group.

This role's purpose is to:

- Develop a group wide financial strategy and a culture of strong financial management and sustainable growth.
- Maintain strong financial systems and processes to ensure the quality and reliability of financial data.
- Ensure the effective financial reporting for the IC24 Group.
- Lead the annual financial planning cycle of the organisation to enable a realistic and balanced budget.
- Manage relationships with financial regulators and Auditors.
- Coordinate the financial structures of group companies and their integration into the parent.

The position is also responsible for the operation of company secretarial and corporate governance functions, as well as the organisation's procurement function.

Key Responsibilities and Accountabilities

Strategic Management

- To play a full role in maintaining a unitary Board approach to the management of the company.
- As a member of the IC24 Board, provide commercial, financial and governance leadership at a strategic level.
- To participate within the Executive Team in forward planning and the effective daily organisation and delivery of all our activities both financial and operational.
- Responsible for Group financial planning and budgeting including production of long-term forecasts to inform the strategic direction of the organisation.
- Responsible to promote a strong governance culture of continuous improvement in Board processes.

Financial Management

- To ensure suitable systems, process and policies are in place to ensure effective control of assets and provision of accurate financial information.
- To deliver the effective financial management required to control all capital and revenue budgets, including the monitoring of cash.
- To ensure true and fair timely financial reporting with a suitable level of detail and analysis to enable effective decision making.
- To lead on the financial aspects of any strategic projects aimed at achieving growth.
- To have an overview of the activities and budgets for each department and their alignment with the annual plan.
- To ensure the procedures laid down in the organisations financial regulations are adhered to.
- To Monitor and control the quality and cost-effectiveness of services provided by the organisation to ensure high standards and value for money.
- To oversee all tax and audit interactions including the delivery of accurate annual accounts.

Contracts and Tendering

- To lead on the financial aspects of all large tender responses and contracts, working in partnership with the IC24 business development team and Chief Strategy & Transformation Officer.
- Ensure that new and existing contracts for NHS Services are financially viable and fit with the IC24 financial strategy.
- Advising and assuring the Executive Team and Board on the financial aspects of all supply chain contracts.
- Ensuring compliance with procedures and policies for procurement within IC24.
- Ensure strong procurement support to enable effective efficient purchasing, including the negotiation of preferred supplier terms for agency workers in conjunction with the operational and clinical leadership teams.

Governance

- To carry out the function of Company Secretary.
- Be responsible for ensuring the company is compliant with all Companies House and other regulatory requirements (e.g. Modern Day Slavery).
- To ensure governance processes are reviewed and improved to enable good governance that meets suitable recognised standards (e.g. Charity Commission standards).
- To manage the end of year company returns and ensure the annual general meeting is fully compliant with company law.
- To ensure suitable process and systems exist to allow reporting of conflicts of interest.

People Management & Leadership

- To develop a finance team that are outward facing and partner with the organisations operational management teams delivering strong financial and business advice.
- To lead the finance team and establish a high performing team environment for colleagues to work together to deliver the department's annual plan.
- To work with colleagues within the department and the wider organisation to develop their knowledge, financial understanding and skills to benefit the organisation and the individual.

Delivery of

- High quality financial information and advice to managers to support decision making.
- Strategic financial information and advice to the Group Board.
- Ensure the organisation is compliant with internal and external financial policies and procedures.
- Deliver an efficient and effective payroll service for the organisation.

Other Duties

- Carry out any function of a Board member as is required to enable the company to deliver safe, effective and efficient patient focused services.
- Be a member of the on-call rota alongside the CEO and all other executive directors (training will be given).
- Any other functions as required from time to time as delegated by the Chief Executive Officer.

Communication and Key Working Relationships

The post holder must be a highly skilled communicator with the ability to engage and build relationships internally and externally. They should be able to demonstrate excellent communication and interpersonal skills building and maintain good working relationships with stakeholders including the following:

- IC24 Board and Executive Team
- Finance Team
- Operational and Clinical management and other Central Service teams
- Commissioners
- Other health providers (including voluntary sector providers and social services)
- Regulators (NHSE, HMRC)
- Auditors (internal and external)
- Other stakeholders e.g suppliers
- Patient participation groups



Person Specification

Knowledge, Experience and Qualifications

Essential

- Chartered Accountant (ACA/CIMA/ACCA or equivalent), with relevant strategic leadership experience within a fast-moving, complex environment at either executive or deputy director level.
- Experience of working within a customer focused healthcare organisation (ideally in an NHS setting).
- A robust understanding of commissioning bids and tenders and NHS reporting requirements.
- Sound knowledge of local and national NHS issues or proven ability to learn about these detailed and complex issues.
- Experience of presenting and advising at Board level.

Desirable

- Knowledge of Company secretary reporting requirements.

Skills and Abilities

- The ability to partner with colleagues internally and externally and build relationships.

- Exceptional leadership skills, with the ability to motivate inspire diverse teams.
- Rational and analytical ability to challenge and develop strategy.
- The ability to be able to navigate the public and political arena of health.
- Able to coach and influence colleagues at all levels.

Style and Behaviours

- Strong communicator and able to adjust style.
- Not afraid to challenge and offering comment outside of financial and corporate matters.
- Confidence in presenting financial results and strategy to internal and external stakeholders.
- A flexible and adaptable approach with a willingness to respond to urgent needs outside of normal hours.
- Demonstrates the highest levels of honesty and integrity in all matters.
- A respected and credible business partner who focusses on finding solutions for challenging problems.



Terms of Appointment

Contract: Permanent, full-time.

Salary: £110,000-130,000 per annum, depending on experience.

Location: The main place of work is in our Head Office in Ashford, Kent. We operate a hybrid working model and the successful applicant will be required to spend circa two days a week at head office dependant on need.

Pension: We operate the NHS Pension Scheme, which all employees are eligible to join.

Annual leave: 40 days (including bank holidays).

Additional: All staff are provided free access to our employee benefits platform – Heartbeat.

Diversity at IC24

We strive to reflect our diverse communities with the people we recruit. Whoever you are, whatever you believe, wherever you come from, you are made to belong at IC24. Through our Colleague Resource Groups, we're creating a culture where everyone is included and has a sense of belonging. #MadeToBelong.

Meet our Colleague Resource Groups:



ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies in which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please visit our website.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse

anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of

Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

How to apply

Tall Roots is acting as an employment agency partner to IC24. Applications should be made online at www.tallroots.co.uk/ic24-cfo and include:

- a CV.
- Covering letter (no more than two pages), explaining your motivation for applying for the role, along with how you meet the Knowledge & Experience section of the Person Specification.

The closing date for applications is **Friday 20th September.**

Preliminary interviews with Tall Roots will be held virtually between **Thursday 26th September and Wednesday 2nd October 2024.**

Final interviews will be held in-person at IC24's Offices in Ashford, Kent on **Monday 21st October 2024.** Shortlisted candidates will also be invited to meet with a selection of internal stakeholders virtually during **w/c 14th October 2024.**

If you have any questions relating to the role or the process, or would like any adjustments made to accommodate your needs, please contact Natalie Sanders or Mark Crowley at Tall Roots by email at natalie.sanders@tallroots.co.uk or mark.crowley@tallroots.co.uk.





TALL ROOTS



Tall Roots Search
Recruiting exceptional leaders for inspiring organisations
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