

Integrated Care 24 (IC24)

Deputy Chief Financial Officer

Candidate Pack

August 2025



Welcome

Thank you so much for your interest in becoming our new Deputy Chief Financial Officer at Integrated Care 24 (IC24). We are an innovative and ambitious social enterprise providing NHS-commissioned services, and this role has been created at an exciting time in our journey.

IC24 has a 25+ year history of providing high-quality primary and urgent care services. We have evolved from a Kent GP co-operative to an NHS 111 and Integrated Urgent Care (IUC) service, serving the needs of 6 million people in the south, south-east, and east of England.

Our values of **Innovation, Care, Excellence and Respect** are at our heart. Any surplus we generate is reinvested to support the enhanced experience of our patients and our staff. We were 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 have held this award.

In addition to expanding our integrated urgent care service, we are investing in CLEO Systems, our healthcare digital subsidiary, to enhance the effectiveness of the UK's primary, secondary, urgent, and emergency care sectors as a whole. We also have a growing number of GP primary care practices joining us, with a view to leveraging the benefits of scale and innovation to drive improvements for patients. We have introduced several exciting changes to the way we work, including our approach to highly inclusive people engagement, the introduction of state-of-the-art digital telephony, and the streamlining of our operations into an Integrated Urgent Care Division and a Primary and Community Care Division.

The Deputy CFO is a new, senior role in the organisation, working closely with me to ensure effective financial management and governance of the IC24 Group. This would include supporting on all areas of financial strategy and planning work and overseeing our operational finances and reporting. You will build relationships and advise stakeholders at all levels across the organisation and externally, including deputising for me at Executive Team and Board meetings, and meeting with commissioners.

We are seeking a values-led chartered accountant with the ability to balance the strategic and operational demands of a medium sized enterprise. A confident communicator, you will be adept at building strong relationships with a wide range of internal and external stakeholders up to Board level. Prior direct experience of working within the NHS is highly beneficial, although we will also consider candidates who have worked in other healthcare settings on the periphery of the NHS.

I am proud to have joined IC24 earlier this year. What makes us truly special is both our commercial mindset and social enterprise spirit. As an active listening organisation, we invest time getting feedback from service users and front-line staff, which directly influences the approach we take. This bottom-up approach means that our services are continually evolving to meet the greatest needs of those who we exist to support.

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.



Zahid Karim
Chief Financial 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, Brighton and Hove, 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: Deputy Chief Finance Officer

Department: Finance & Corporate Governance

Reporting to: Chief Finance Officer

Reporting lines: Financial Accountant, Finance Business Partner x4 (this is subject to further review)

Job Purpose

As a senior member of the Finance & Governance team, the Deputy CFO supports the CFO in ensuring the effective financial management and governance of the IC24 Group.

This role's purpose is to:

- Support the development and implementation of a group-wide financial strategy and a culture of strong financial management, including contributing to wider organisational initiatives aligned with national priorities such as the NHS Long Term Plan.
- Maintain robust financial systems and processes to ensure the quality and reliability of financial data.
- Ensure effective financial reporting across the IC24 Group.
- Lead the operational delivery of the annual financial planning cycle.
- Support relationships with financial regulators and auditors.
- Contribute to the coordination of financial structures across group companies.
- Support the delivery of corporate governance and procurement functions.

Key Responsibilities and Accountabilities

Strategic Management

- Deputise for the CFO in Executive Team and Board meetings as required.
- Contribute to strategic financial planning and long-term forecasting.
- Support the CFO in promoting a strong governance culture and continuous improvement in Board processes.
- Participate in forward planning and the effective daily organisation of financial and operational activities.

Financial Management

- Ensure systems, processes, and policies are in place for effective asset control and accurate financial information.
- Monitor capital and revenue budgets, including cash flow.
- Deliver timely and accurate financial reporting with appropriate analysis.
- Support strategic projects with financial input and modelling.
- Oversee departmental budgets and alignment with the annual plan.
- Ensure compliance with financial regulations and value-for-money principles.
- Support tax and audit processes, including preparation of annual accounts.

Contracts and Tendering

- Support the financial aspects of large tender responses and contracts.
- Ensure financial viability of new and existing NHS contracts.
- Advise on financial aspects of supply chain contracts.
- Ensure procurement policies are followed and support efficient purchasing.



Governance

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- Advise on financial aspects of supply chain contracts.
- Ensure procurement policies are followed and support efficient purchasing.
- Identifying and mitigating risks of fraud through proactive monitoring and reporting.
- Supporting internal and external audits and investigations as required.

People Management & Leadership

- Support the development of a high-performing, outward-facing finance team.
- Provide leadership and mentoring to finance staff.
- Promote financial understanding across the organisation.
- Deputise for the CFO in leading the department and representing finance at senior levels.

Delivery of Financial Information

- High-quality financial information and advice to managers.
- Strategic financial insights to the CFO and Board.
- Compliance with internal and external financial policies.

Other Duties

- Undertake responsibilities delegated by the CFO or CEO.
- Represent the finance function in cross-organisational initiatives.

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:

- CFO and Executive Team
- Finance Team
- Operational and Clinical Management
- Commissioners and NHS partners
- Regulators (NHSi, HMRC)
- Internal and external auditors
- Suppliers and stakeholders

Person Specification

Knowledge, Experience and Qualifications

Essential

- Chartered Accountant (ACA/CIMA/ACCA or equivalent), with experience in a finance leadership role within a healthcare setting.
- Experience in tenders and business development.
- Experience working with or supporting Board-level decision-making.
- Understanding of NHS financial and governance frameworks (or ability to learn).

Desirable

- Knowledge of Integrated Urgent Care services, either from a provider or commissioner perspective.
- Knowledge of NHS commissioning arrangements.

Skills and Abilities

- Strong communicator, ability to build relationships across all levels.
- Proven ability to operate in a fast-moving, complex environment.
- Confident in presenting financial information to senior stakeholders.
- Analytical and strategic thinker.
- Ability to motivate and support others.

Style and Behaviours

- An ambitious individual who will have the tenacity and understanding needed to develop and deliver the financial strategy.
- A flexible and adaptable approach with a willingness to work outside normal hours.
- Demonstrates honesty and integrity in all matters.
- Able to coach and influence colleagues at all levels.
- A respected and credible business partner who focusses on finding solutions for challenging problems.



Terms of Appointment

Contract: Permanent, full-time.

Salary: £80,000-85,000 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 a minimum of two days a week based at one of our sites, including Mondays at Head Office.

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

Annual leave: 35 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-deputy-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 5th September 2025.**

Preliminary interviews with Tall Roots will be held virtually during **w/c 15th September 2025.**

Final interviews will be held in-person at IC24's Offices in Ashford, Kent during **w/c 29th September 2025.**

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





Tall Roots Search
Recruiting exceptional leaders for inspiring organisations
71-75 Shelton Street, London, WC2H 9JQ, UK
www.tallroots.co.uk

Produced by
Amber Jackson Communications
E: amberjacksoncomms@outlook.com