



NEW LEADERSHIP OPPORTUNITIES

Help shape the future of Broadacres and the rural communities we serve.

ASSISTANT DIRECTOR, PERFORMANCE AND RISK

FINANCIAL PLANNING MANAGER

FINANCIAL SERVICES MANAGER



CANDIDATE
PACK





CANDIDATE PACK

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WELCOME TO BROADACRES

THREE APPOINTMENTS. ONE SHARED PURPOSE.

Thank you for considering a career with Broadacres. This is an important moment for our organisation. We are proud of what we deliver for customers today and ambitious about what comes next: more safe, affordable homes, stronger services and an organisation equipped to meet the changing needs of rural North Yorkshire.



Our Firm Foundations programme is strengthening how we work and creating the platform for our next corporate strategy. These three appointments will play a central part in that journey, bringing together leadership across performance, risk, governance and finance so that we can make better decisions, use our resources well and deliver an even greater impact for customers and communities.

Each opportunity offers real scope to influence, improve and lead. You will bring your professional expertise, but just as importantly, you will help colleagues turn insight into action, strengthen organisational confidence and keep our purpose at the heart of decision making.

THE OPPORTUNITIES

**Assistant Director,
Performance and Risk** - £85,170
per annum

Financial Planning Manager -
£61,286 per annum

Financial Services Manager -
£55,893 per annum

Northallerton / hybrid working,
with regular on-site leadership
presence.





ABOUT BROADACRES

ROOTED IN NORTH YORKSHIRE. AMBITIOUS FOR ITS FUTURE.

7,000+

**ONE CLEAR PURPOSE:
GREAT HOMES AND
GREAT CUSTOMER
EXPERIENCES ACROSS
RURAL NORTH
YORKSHIRE.**



Broadacres is the rural housing association for North Yorkshire, serving market towns, coastal communities and some of the most rural areas within two National Parks. Our vision is to be the best rural housing association in the country, providing great homes and great customer experiences across the communities we serve.

For more than 30 years, we have grown alongside those communities. We now own more than 7,000 homes and provide homes for rent and low-cost home ownership, including shared ownership. Our work also includes extra care schemes, a women's refuge, accommodation for young people experiencing homelessness, and

services for people with learning disabilities and mental health needs.

More than 400 colleagues bring that purpose to life, including around 150 people in property maintenance and a further 150 supporting customers in their communities. Through our active development programme, we are building homes for rent and shared ownership, with new homes designed above current requirements to anticipate future standards.



OUR REGION: CHALLENGE AND OPPORTUNITY

A DISTINCTIVE REGION. A VITAL HOUSING MISSION.

The challenge

North Yorkshire is a remarkable place to live and work, but its beauty can mask significant housing pressures. House prices and rents have risen faster than wages, while the supply of affordable homes has reduced. Second homes and holiday lets add further pressure in some communities.

The impact reaches beyond housing. When families cannot afford to remain, schools, local businesses, public transport and community services can all become harder to sustain. Providing affordable homes is therefore about more than bricks and mortar. It helps people stay rooted in the places they know, supports local economies and keeps rural communities thriving.



The opportunity

There is now renewed national, regional and local focus on rural housing. Broadacres intends to be an active part of the solution, using strong partnerships and available investment to deliver more affordable homes and champion the needs of rural communities.

The government's ambition for affordable rural homes, the Homes England £27.3bn funding programme to 2036, and partnership opportunities with the York and North Yorkshire Combined Authority and North Yorkshire Council create a strong platform for progress. Our established relationships with the North York Moors and Yorkshire Dales National Parks will also remain central to delivering much-needed homes in these exceptional places.

Our ambition is to play a leading role as an anchor institution for North Yorkshire: building homes, strengthening communities and using our influence to create lasting local value.



BUILDING ON STRONG FOUNDATIONS

BUILDING FIRM FOUNDATIONS FOR WHAT COMES NEXT

Broadacres is a successful and resilient organisation with a strong record of delivery for customers and communities. We are now building on those strengths through Firm Foundations, a significant 18-month programme that will prepare Broadacres for its next phase of ambition.

Firm Foundations is about making practical improvements that customers and colleagues can feel. It will strengthen how we make decisions, use data, manage resources and work together, while ensuring we remain ready to meet future demand for safe, affordable homes.

FIRM FOUNDATIONS PRIORITIES

CUSTOMER EXPERIENCE

Delivering reliable, high-quality services with customers at the heart of decisions.

FINANCIAL RESILIENCE

Using resources effectively to maximise value and support future investment.

DIGITAL ENABLEMENT

Using technology, data and insight to improve services and the colleague and customer experience.

ORGANISATIONAL EXCELLENCE

Building capability, accountability and a culture of continuous improvement.



THE IMPACT

By delivering Firm Foundations, Broadacres will be better equipped to respond to the housing needs of rural North Yorkshire, create greater impact for customers and partners, and move confidently towards future growth. The leaders appointed through this campaign will help turn that ambition into sustained organisational performance.



WHY JOIN BROADACRES?

Colleagues are recognised as Broadacres' most valuable asset. The organisation is committed to quality, learning and progression, with opportunities for development, training and qualifications.

**BRING YOUR
EXPERTISE.
INFLUENCE
MEANINGFUL
CHANGE. HELP
US DELIVER MORE
FOR RURAL NORTH
YORKSHIRE.**



33 days' annual leave, increasing to 38 days based on service, including bank holidays.



Holiday buying scheme.



Access to BroadRewards, the total rewards platform.



24/7 confidential employee assistance and counselling support.



Pension options with life cover and ill-health provisions.



Smart Tech salary deduction scheme, eye care and flu vaccination vouchers.



Long-service awards, colleague lottery and payroll giving options.

FINANCIAL SERVICES MANAGER

Team - Finance

Direct team responsibility - 6

Manager - Assistant Director, Finance

Budget responsibility - £1.5m

Location - Northallerton/Hybrid

Job grade - 6

Role purpose

The Financial Services Manager is responsible for leading the organisation's financial operations, procurement and insurance activities. The role ensures the efficient delivery of financial services, maintains strong financial controls and provides assurance that all financial transactions, systems and reporting requirements are accurate, compliant and effective.

The role oversees Accounts Payable, Cashbook and Banking, Payroll, Finance Systems, Insurance and Procurement functions, ensuring strong financial controls, excellent customer service and continuous improvement. The post holder will safeguard the organisation's housing portfolio and work across the business to ensure contracting managers follow procurement best practice and achieve Value for Money.

The Financial Services Manager will lead the Financial Services team, ensuring the organisation maintains a strong control environment and delivers efficient, customer-focused financial services.

Organisational Structure:



Main responsibilities:

Finance operations – cashbook and accounts payable

- Lead the management of all cashbook and banking activities.
- Ensure all receipts and payments are accurately recorded and reconciled.
- Maintain banking mandates and authorised signatory arrangements.
- Ensure banking processes comply with organisational policies and financial regulations.
- Develop controls to safeguard organisational funds and minimise financial risk.
- Lead and manage the Accounts Payable function, ensuring invoices are processed accurately and efficiently.

FINANCIAL SERVICES MANAGER

- Ensure supplier payments are made in accordance with agreed payment terms.
- Maintain appropriate controls over creditor transactions and payment processes.
- Monitor creditor balances and investigate outstanding items.
- Oversee supplier account reconciliations and resolution of queries.
- Ensure segregation of duties and financial controls are maintained across all payment processes.

What does success look like?

Cashbook and banking activities are accurate, timely and fully reconciled. Financial risks are minimised through strong controls, cash balances are clearly understood, and management have confidence in the integrity of banking and cash information.

Accounts Payable operates as an efficient and trusted service. Suppliers are paid accurately and on time, financial controls are robust, queries are resolved promptly and the organisation benefits from efficient processes that support strong supplier relationships and value for money.

Payroll & Pension

- Lead the delivery of an accurate and efficient payroll service.
- Oversee payroll processing and validation activities.
- Ensure compliance with HMRC requirements and statutory payroll regulations.
- Manage payroll reconciliations and accounting entries.

- Coordinate pension administration and reporting requirements.
- Work collaboratively with the People Team to support delivery of payroll service and the organisation's pension strategy, ensuring both payroll and pension arrangements are effectively administered, communicated and aligned with workforce planning and colleague engagement priorities.
- Monitor developments in payroll legislation and implement required changes.

What does success look like?

Payroll is delivered accurately and consistently, colleagues have confidence in the service they receive, statutory obligations are met and strong controls ensure compliance with all legislative and regulatory requirements. The People Team and Finance work together effectively to deliver the pension strategy, with clear administration, timely reporting and well-communicated pension arrangements that support organisational objectives and colleagues understanding.

Finance systems

- Lead the management and development of the organisation's finance systems.
- Ensure finance systems remain secure, effective and aligned to business requirements.
- Act as system owner for core finance applications.
- Manage system upgrades, testing and implementation activities.
- Ensure finance systems integrate effectively with other corporate systems.

- Develop and maintain system controls, workflows and user permissions.
- Produce and maintain system documentation, procedures and guidance.
- Lead the identification and implementation of automation opportunities.

What does success look like?

Finance systems are reliable, user-friendly and effectively support organisational objectives. Users receive excellent support, processes are streamlined through automation, and technology enables efficient and accurate financial operations.

Insurance

- Lead the management of the organisation's insurance programme.
- Maintain appropriate insurance cover across all operational activities.
- Work closely with brokers and external advisers to review insurance requirements.
- Coordinate annual insurance renewals and procurement exercises.
- Manage insurance claims and ensure claims are progressed effectively.
- Provide advice and guidance to managers on insurance-related matters.
- Ensure accurate records are maintained for all insurance policies and claims.
- Identify opportunities to improve insurance arrangements and deliver value for money.

What does success look like?

The organisation maintains appropriate and cost-effective insurance protection, claims are managed effectively, risks are understood and mitigated, and insurance arrangements provide assurance and value for money.

Procurement

- Lead the development and delivery of procurement policy, processes and procedures.
- Ensure procurement activities comply with legislation, organisational policies and governance requirements.
- Support managers through procurement exercises and tendering activities.
- Promote best practice procurement and value-for-money principles across the organisation.
- Develop procurement guidance, templates and documentation.
- Maintain oversight of procurement activity and contract compliance.
- Provide support and guidance to managers on contract management, including maintaining the contract register.
- Support supplier selection, evaluation and performance management processes.
- Support strategic contract review and renewal activities.
- Deliver training and awareness sessions to managers and stakeholders on procurement requirements.

What does success look like?

Procurement activities are compliant, transparent and efficient. Managers receive practical support throughout procurement processes, contracts deliver expected outcomes and are supported by effective contract management oversight, and procurement contributes demonstrable value for money and social value benefits for the organisation.

Leadership and people management

- Lead, develop and motivate the Financial Services team.
- Promote a culture of continuous learning, accountability and customer focus.
- Manage team performance, objectives and professional development.
- Embed the organisational values.

What does success look like?

A motivated, high performing team that are engaged and working towards clear and stretching goals. Service standards are consistently high, and finance is seen as a key contributor to organisational success

General

- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Embrace BHA's sustainability ambitions to support Broadacres to be an environmentally friendly organisation
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.

What does success look like?

An effective visible manager. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

Person Specification

Experience

Essential

- Significant experience of leading and managing financial operations, including accounts payable, cash book and payroll.
- Demonstrable experience of implementing and maintaining effective financial controls and operational procedures.
- Experience of managing supplier relationships.
- Extensive experience of working with finance systems.
- Experience of managing, motivating and developing teams.

Desirable

- Experience of social housing/not for profit sector.
- Experience of insurance policy and claims management.
- Experience of procurement and contract management.
- Experience of system implementation or change projects.
- Experience of implementing automation solutions.

Skills

Essential

- **Great people management skills** - able to motivate, organise and lead colleagues.
- A **strong manager** who can motivate a team to deliver great results
- **Attention to detail** with a meticulous approach to tasks, ensuring there is accuracy in work and nothing is overlooked.
- **Well developed organisational skills** – able to successfully manage competing priorities/ projects and work to tight deadlines
- Makes **informed and timely decisions** based on relevant evidence, data and professional judgement.
- **Problem analysis** - able to analyse problems, assess solutions and reach sound decisions.
- **Excellent written and verbal communication skills.**
- **Relationship building** - Ability to form successful professional relationships with customers,, external organisations and colleagues.
- Delivers high performance by meeting agreed targets, standards and deadlines, staying focused and accountable in a performance driven environment.

Desirable

- Financial systems administration and configuration skills.
- Process mapping and continuous improvement skills.

Knowledge

Essential

- Thorough knowledge of financial operations, processes and controls.
- Knowledge of accounts payable, banking and payment processing procedures.
- Knowledge of payroll legislation, statutory deductions and compliance requirements.
- Procurement principles.
- Finance systems, data integrity and controls.
- Strong practical working knowledge of Excel.

Desirable

- Knowledge of procurement legislation, tendering and evaluation methodologies.
- Insurance management.
- Finance automation.
- Service improvement methodologies.

Special Requirements

- Role holders will work flexibly, balancing home working with regular presence across Broadacres' portfolio, typically 2 days per week in the office. Maintaining strong leadership visibility and an accessible leadership presence is a key requirement of the role.
- Willing and able to work outside normal office hours.
- Current driving licence.

Qualifications

Relevant payroll or bookkeeping qualification at level 3 or above or equivalent experience.

HOW TO APPLY

READY TO MAKE A DIFFERENCE?

If you are motivated by Broadacres' purpose and excited by the opportunity to help shape its future, we would welcome your application.

Please prepare and submit:

- A CV, with a recommended maximum length of two pages.
- A supporting statement or cover letter, with a maximum length of one page, explaining your motivation for applying and the contribution you would bring to Broadacres.

TIMELINES

Closing date: Sunday 27th September

Interview date: Week commencing 5th October and will include a presentation for all roles