

The NHS logo, consisting of the letters 'NHS' in a bold, white, sans-serif font inside a white square.

Professionals



# Chief Finance Officer

Candidate Application Pack

# Background

NHS Professionals (NHSP) run the largest NHS flexible staff bank, placing highly skilled healthcare workers (Bank Members) in NHS Trusts and healthcare organisations across the country, meeting short, medium and long-term staffing needs.

Uniquely, NHSP are owned by the Department of Health and Social Care (DHSC) and therefore reinvest any surplus they make directly back into the wider healthcare economy. In 2022/23 this return totalled £10 million and our award-winning recruitment services also displaced approximately £832 million of external agency spend across the NHS.

Originally formed in 2001, this multi-award-winning business delivered over 40 million hours of patient care and 5 million shifts, working with 140+ NHS Trusts and healthcare organisations across the country.

NHSP work flexibly to NHS-assured standards in a wide range of roles including nurses and midwives, doctors, allied health professionals, healthcare scientists, personal social services and non-clinical. The organisation aligns their vision and objectives with those of the NHS and their teams use their specialist knowledge to deliver bespoke recruitment solutions to Bank Members, NHS Trusts and healthcare organisations.

These can range from local shift cover at short notice, through to national and international workforce campaigns such as their Covid-19 programmes, where NHSP recruited an additional 50,000 people nationwide into the NHS.

Driven by a passion for the NHS and the goal to become its workforce partner of choice, NHSP are continuously evolving their services to meet the growing demand for high quality flexible staff right across the healthcare sector.

## Our Priorities

NHSP has had another record year of delivery and won five industry awards in 2023. Building on this success, NHSP is now focused on developing our core business, whilst remaining agile enough to capitalise on changing market dynamics and new opportunities. This can be summarised based on three main priorities:

1. Our number one priority is to strengthen our core business by executing on our transformation plan to enable us to provide excellent service to our key stakeholders (clients and bank members), whilst maintaining our growth.
2. Continuing to grow our market share by winning new managed service customers and increasing the reach of our diversified service lines, such as the NHSP Academy and National Bank.
3. Building appropriate services and solutions for Integrated Care Systems on the basis that ICS-level focus on workforce management will create new demand for innovative recruitment, development, and deployment services.

These priorities are built into our new 5 Year Business Plan which is focussed around our 5 missions to: **build better banks, enable collaboration, improve workforce capability, increase staffing capacity and increase productivity and efficiencies** across the NHS.



# Board Composition

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The Company is currently led by a Board comprising:

**Dr Helen Phillips.** Helen became Chair in April 2023 and brings with her a wealth of senior and board-level experience across a 30-year career in industries including: insurance, legal, social care, further education, shared services, utilities and the environment. In addition, from an NHS perspective, Helen has also been Chair of the Board at Chesterfield Royal Hospital NHS Foundation Trust for the last eight years.

**Nicola McQueen, CEO.** Nicola took up the position of CEO in September 2019, having been the interim Chief Operating Officer since January 2019. Before working with NHSP, Nicola had a career as a Chief Executive delivering flexible staffing solutions to a variety of private and public sector clients, including the DWP, BBC and the healthcare and nuclear sectors.

For a full overview of the Board members, including Non-Executive and Executive profiles please visit: <https://www.nhsprofessionals.nhs.uk/meet-the-directors>



# Our Values

Our company values were refreshed in 2023, following extensive consultation with teams throughout the business. We believe they perfectly sum up our strengths, as well as our aspirations as a business that is committed to Putting People in Places to Care.



## We care, it's personal

For us, this isn't just a job. We are proud of our purpose in putting people into places to care. We care, because the positive impact we make is good for everyone.



## Be bold, make change

We seek opportunities to challenge, evolve, improve and grow. We always find smarter, simpler and faster ways to deliver.



## Smart solutions, expertly delivered

Our experience and expertise set us apart. With a can-do attitude and a collaborative approach, we make "yes" happen.



## One team, 100% together

By working collaboratively, we know we can achieve anything. We are committed to being inclusive and authentic in everything we do.

### **Equality, Diversity & Inclusion (EDI)**

As part of our commitment to EDI, as well as having a number of related staff support networks and calendar of activities, NHS Professionals is also working to the following aims:

- To ensure we become an inclusive recruiter of choice, encompassing a fully diverse workforce, which truly reflects society
- To proactively embed the EDI agenda, in a meaningful way, in all that it does
- To ensure we create a psychologically safe environment in which everyone can thrive and be at their best

We particularly welcome applications from people from minority groups and will provide support to ensure an equitable process.

# Our Business 2001- today

A history  
of  
**SERVICE  
EXCELLENCE**

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**1 November 2001** **NHSP launched**

**2004** NHSP is established as a **SpHA\***

\* Special Health Authority a nationally licensed managed service for temporary staff in the NHS

**2008** During 2008, we assisted in filling **18m hours**

**2008** NHSP becomes:

A company wholly owned by the Secretary of State for Health

**2009** **FIRST EVER DIVIDENDS delivered**

**2010** During 2010, NHSP launches:

**2010** During 2010, we assisted in filling **36m hours**

**2010** During 2010 NHSP launches: **the 5 Day way for its bank members**

**2010** During 2010 NHSP launches: **- the - Modular Services**

**2011** **50,000 members on the bank**

**2011** During 2011, we assisted in filling **30m hours**

**2011** Post Pandemic Partnerships: **Mobile Vaccination Programme**

**2011** **NHS Staffing Pool**

**2015** NHSP launches: **24hr SERVICE CENTRE**

**2016** During 2016, NHSP launches:

**2016** **190,000 members on the bank**

Including AHP, A&C, CSW, Medical & Dental

**2017** NHSP launches: **100,000 members on the bank**

**2017** NHSP launches its: **first collaborative bank**

**2020** Pandemic Support: **20,000 workers stepped forward**

**RAPID RESPONSE**

**2020** **Test & Trace & 10,000 Contact Tracers recruited**

**2020** **Nightingale 4 hospitals supported**

**2020** **National Vaccination Programme 20,000 vaccinators supplied to the NHS**

**2021** **5 award wins**

**2022** **190,000 members on the bank**

Including AHP, A&C, CSW, Medical & Dental

**2022** **PUTTING PEOPLE IN PLACES TO CARE**

# Job Description

Competitive salary and bonus, pension up to 10% matched contribution  
 Our working arrangements are hybrid, and you can be based anywhere in the UK. However, your contractual base for the purposes of travel and expenses will be the closest NHSP location. You will be expected to travel as part of your role, but you do not need to base yourself from a single office location.

## Job Summary

Responsible to the Chief Executive Officer for developing and delivering corporate financial strategy. Appointed to the Board of Directors and works closely with the Board, Chief Executive and Executive Committee as an expert strategic partner to implement the company’s strategic plans.

## Key Responsibilities

Develop and lead a professional, high-performing finance team to ensure the effective, efficient and economic delivery of finance services within NHSP, providing strategic financial management expertise and sound financial control to all aspects of the business.

Lead the Finance team ensuring optimum standards of professionalism are demonstrated and in line with industry standards and best practice.

Lead the organisation’s annual business plan process and the ongoing achievement of business plan objectives representative of a large turnover organisation, as well as interpreting impact on 5-year plan and incorporating any changes in conjunction with the CEO and the Board.

Develop finance strategy and plans to ensure that NHS Professionals has the ability to grow and meet its objectives supporting the temporary staffing services to NHS Trusts in line with business objectives, evidenced by improved MI and leading development roadmap on finance systems evolution.

Lead initiatives to drive cost efficiencies and add value across the organisation for sustainable growth, supported by continued development of appropriate KPIs , ensuring key stakeholders are engaged.

Ensure that NHS Professionals has the right financial systems, structures and processes to deliver and support a high-quality business, cost effectively and to report and influence all relevant colleagues within the Executive Committee on financial matters.

Ensure systems are in place to provide accurate, timely and comprehensive financial management information to the Board reporting against business plans and targets.

Implement sound, integrated corporate governance policies, procedures, processes and ensure structures are in place, ensuring compliance with legal and regulatory requirements.

Establish an effective and accountable function within a clearly defined and agreed risk profile and that appropriate control measures are in place.



# Job Description

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Partner with the Chief Commercial Officer in exploring new business opportunities.

Provide procurement, estate and facilities management function ensuring services represent value for money and act as an enabler to effective business delivery.

Manage all procurement activity and subsequent supplier contracts to optimise value to NHSP.

## Operational Responsibilities

Management of the Finance function

To contribute to establishing strategy and policy initiatives that support the effective management of the organisation.

Contributing to the organisation's annual business plan and support the achievement of business plan objectives for each of the management functions.

Financial reporting and monitoring

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

## Equality and Diversity

To act in accordance with NHS Professional's Equality and Diversity Policy, this is designed to prevent discrimination of any kind.

## Health and Safety

Ensure that all duties are carried out in line with NHS Professional's Health and Safety Policy.

## Corporate Image

Adopt a professional image at all times.

## Risk Management

Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS).

Responsibility for attending health and safety training as required.

Responsibility for assisting with risk assessments.



# Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and Knowledge	<ul style="list-style-type: none"> <li>Graduate and member of appropriate professional body.</li> <li>Evidence of Continuing Professional Development.</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>Experience of operating at or near Board level in a senior financial position, with the capability to step into a CFO position.</li> <li>Demonstrable capability of operating in a commercial, service-oriented business, preferably within a comparable B2B environment such as sales, recruitment or outsourcing.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with Government organisations.</li> <li>A working knowledge/understanding of NHS policy and the key drivers of development of the NHS.</li> </ul>
Communication and People Skills	<ul style="list-style-type: none"> <li>A strong reputation for delivery thus being viewed as a trusted advisor to internal clients.</li> <li>Excellent communication skills in a complex multi-stakeholder context.</li> <li>Ability to develop and internally market new strategies and policies that will improve Corporate performance.</li> <li>Ability to build and influence internal and external partnerships.</li> </ul>	
Organisational Skills	<ul style="list-style-type: none"> <li>Ability to work cohesively/collaboratively across the organisation.</li> <li>Strong strategic, analytical, investigative and problem-solving skills.</li> </ul>	





# Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>Ability to work under pressure, consistently meeting tight deadlines and able to offer practical solutions.</li> </ul>	
Specialist Knowledge/Skills	<ul style="list-style-type: none"> <li>Ability to develop and implement new strategies and policies that will improve Corporate performance.</li> <li>Demonstrable ability to turn strategy into operational performance and an ability to deliver through others.</li> <li>Reputation as a strong team player, combined with the energy and enthusiasm to drive change and improvement throughout the business.</li> <li>A high degree of personal presence and strong influencing skills - the ability to act as an "ambassador" for the Company both internally and externally.</li> <li>A strong belief in championing the customer and their needs in the development of the organisation, to benefit patient through modern and flexible partnerships and different working arrangements.</li> <li>A strong commitment to support the delivery of business success through effective finance management.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of social, political, financial, economic and wider business issues affecting all organisations, particularly the NHS.</li> <li>A passion for commitment to influencing and challenging stakeholders to make a difference, which impacts NHS Professionals cost and quality goals, resulting in improved patient service.</li> </ul>
Physical Skills	<ul style="list-style-type: none"> <li>Be able to pass pre-employment assessment</li> </ul>	
Equality	<ul style="list-style-type: none"> <li>Candidates should indicate an acceptance of and commitment to the principles underlying the Company's Equality and Diversity and Health and Safety Policies.</li> </ul>	



# How to apply

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We are working with a retained search partner GRG Executive Search. Please contact: [nhsprofessionals@grgexecsearch.com](mailto:nhsprofessionals@grgexecsearch.com)

