

Blackwood

homes | care | support



Head of Business Assurance



Helping people live
their life to the full

www.blackwoodgroup.org.uk

Contents

About Us

Our Values

About the Role

Salary and Benefits

Job Profile

Person Specification

Application Instructions

About Us



Blackwood is a leading housing and care provider, specialising in services for people with disabilities across Scotland. Founded in 1972 by Dr Margaret Blackwood, the organisation is entirely focused on creating personalised and individual solutions to help people live fully and independently.

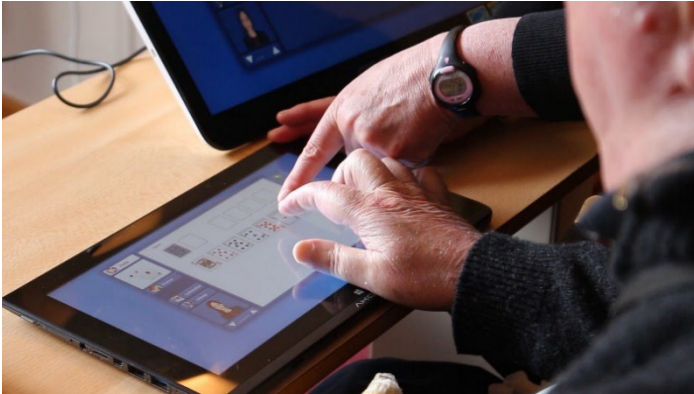
With over 550 employees, 1500 properties, 3 care homes and over

10,000 hours per week in care at home services across Scotland, Blackwood operates in 29 out of 32 local authorities. We provide homes, care and support for adults with physical disabilities, long term conditions, sensory impairment and learning disabilities. We also provide care services to older people who require additional support to enable them to live in their own homes.

Blackwood's teams are friendly, committed, motivated and trained to the highest level, which ensures the best possible outcomes are achieved for our customers. Blackwood's local bases in Stirling, Glasgow, Aberdeen, Dundee, Ayr, and Edinburgh facilitate a unique and streamlined housing and care service. Being closer to our customers ensures we are in the best position to support people at a personal level and enable them to live their life to the full.

We have accessible and modern bespoke housing aimed at providing great value for people with a range of disability and housing needs, and our ongoing investment programmes aim to ensure that existing homes are upgraded to meet statutory obligations and customers' priorities. Our Care Inspectorate grades have been consistently very good and excellent, and we are determined to maintain this high standard of care.

Blackwood's Digitally Enhanced Support System

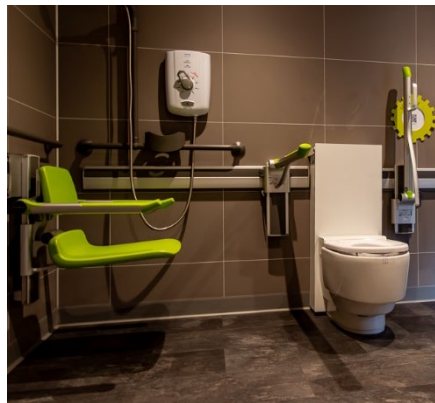


Possibly Blackwood's most ambitious and innovative product to date, CleverCogs is our bespoke and award-winning digital platform for customers. CleverCogs plays a pivotal role in keeping people independent, in control and in their home, supporting digital inclusion and reducing feelings of boredom and isolation as a result. Throughout the development we have involved commissioners, customers, families and our teams as well as support from government and our software team at Soft Orange.

Through CleverCogs we are deploying tablet devices to each of our customers with training and support provided by our in-house digital coaching team. We have installed nearly 600 of these devices in customers' homes and our care homes across Scotland, along with rolling out a programme of connectivity with broadband and Wi-Fi.

CleverCogs enables people to stay in touch with friends and family, including a video chat function. Our customers can catch up on web resources that are customised to suit their needs and interests, as well as receiving reminders of any appointments, visits or prompting medication they need to take. It enables us as a registered care service provider and social landlord to build bespoke services and customer solutions around the individual considering both their formal and informal needs. The system works across all aspects of an individual's care, housing and support needs.

The Blackwood House – Highly Accessible, Affordable, Connected, and Beautiful



The Blackwood House seeks to deliver effective use of space, light, and technology, to assist and encourage independent living in a contemporary and homely environment. The added bonus is that the house is flexible and adaptable for the future as needs change over time.

Our CleverCogs platform can control the environment including home electric doors that slide open and shut at the touch of a button, electric blinds that can be controlled from an app to suite a range of scenarios that are installed in each room as well as rise and fall kitchen surfaces and cupboards. Fully adapted bathrooms with adjustable rise and fall sink also fits any height or equipment with units sliding along the wall and locking wherever is comfortable.

Our customers told us they want to have as much control as possible so the technology integrated in the homes can enable people to live in their own home and in their own neighbourhood as opposed to residential care. The Blackwood House is to be a home that continues to allow people to pursue the pleasures of life today, while feeling secure that their home can adapt to their future needs.

The Blackwood House arrived in Helenvale, Glasgow in 2020 with our teams having a pivotal role in supporting our customers in their new homes!

Our Digital Care 24-7 Responder Support Service

Our 24-7 responder service was initially launched in 2016 as a night support service in partnership with City of Edinburgh Council. We have expanded the service into a 24 hours, 7 day a week service model in Glasgow and Edinburgh, which now offers a range of options for people with varied care and support needs during the day and at night using CleverCogs. We can offer remote support in both planned and emergency situations for customers living in their own homes. Our support team responds to customer calls via video, activated by customers using their technology-enabled care equipment. And we can also provide a home visit in exceptional circumstances to people living within short drive of the office.



“We have customers who may have had previous problems with their health and wellbeing, but the team have noticed a massive change in the lives of some of our customers who are now in regular contact with us”.

(Night Responder Support Worker)

“There will always be someone there at the 24/7 Responder Service, no matter what time of day or night it is, no matter what time of the year it is...we are here 365 days of the year”.

(24/7 Responder Team Leader)

Our Values



Keeping Promises



Open and Honest



Taking Responsibility



Respect and Understanding

Blackwood lives by four core values, which make sure that everything we do, whether as an organisation or as individuals, demonstrates integrity and accountability.

These values are now embedded within our culture - employees know them, customers know them, and we want to work with partners and suppliers who also share these values.

As a values-based organisation, it's important that we see evidence of how you can meet our values in your application. We encourage candidates to reflect on each of the four values when completing their application.

Taking Responsibility

- Takes ownership for their behaviour, performance and quality of work.
- Works together with colleagues and customers to achieve positive outcomes.
- Takes responsibility for their own personal development.
- Demonstrates personal flexibility, embracing change in a positive way.
- Asks for help when needed & provides support to others.
- Adheres to organisational values, policies and procedures.

Open and Honest

- Communicates clearly and openly with others.
- Is open to and actively seeks feedback, listens and responds accordingly.
- Shares relevant information in a timely manner.
- Is confident to speak up and share their views with others.
- Supports innovation and creativity through the sharing of knowledge and ideas.
- Builds and develops trust.

Keeping our Promises

- Demonstrates an understanding of customer needs and expectations.
- Provides a high-quality service and strives to exceed expectations.
- Displays a can-do attitude even when facing challenges.
- Follows regulatory and organisational codes of conduct, being a role model for others.
- Delivers on promises.

Respect and Understanding

- Acts with integrity and professionalism.
- Creates a positive working environment that is inclusive to all.
- Understands how their behaviours can be interpreted and considers the impact on others.

About the Role

Head of Business Assurance

Blackwood

Edinburgh/Hybrid

Full-time

£55,957 – £60,495

Are you a strategic and people-centric leader with a passion for making a positive impact in the housing and care sector? Blackwood, a leading housing and care provider in Scotland, is seeking a dynamic individual to join our team as the Head of Business Assurance. Founded in 1972 by Dr Margaret Blackwood, our organisation is dedicated to providing personalised and individual solutions to enable people with disabilities to live fully and independently. With over 550 employees, 1500 properties, 3 care homes, and extensive care at home services, Blackwood operates across 29 local authorities in Scotland. Our teams, based in Stirling, Glasgow, Aberdeen, Dundee, Ayr, and Edinburgh, are committed to delivering the highest level of care and support. We pride ourselves on our friendly, motivated, and well-trained staff, ensuring the best outcomes for our customers.

As the Head of Business Assurance, you will play a crucial role in leading the assurance, governance, and corporate support functions at Blackwood. Reporting to the Director of Corporate Services, you will oversee the delivery of an integrated governance and assurance support service, ensuring compliance with regulatory requirements and driving continuous improvement. You will lead the Business Assurance team to deliver systems and processes supporting the whole business while developing and delivering a cohesive business planning and performance management framework. The role will play a key part in facilitating an evidence-led organisation through effective information management, with the role overseeing internal audit activities and manage strategic and operational risk processes.

Blackwood is guided by four core values – Taking Responsibility, Open and Honest, Keeping Our Promises, and Respect and Understanding. We seek individuals who embody these values and contribute to our culture of integrity and accountability. In addition to these values, candidates should possess leadership experience at a senior organisational level, and a track record of delivering performance reporting and business planning. Understanding of data protection and information governance requirements will be key to the role, as will demonstrable experience in corporate governance, risk management, or business assurance. The ideal post holder will have strong people management skills with the ability to lead and motivate teams, and will integrate into the existing hardworking and supportive culture.

For a confidential discussion, contact Nigel Fortnum, David Currie, or Danielle Cairney at Aspen People on 0141 212 7555.

Closing date is Monday 18th December 2023.

Salary and Benefits

INVESTORS IN PEOPLE

Blackwood has achieved Investors in People Platinum award, in recognition of our commitment to our employees. The salary, benefits and entitlements we offer for this role are outlined below.

SALARY

The annual salary for this role is: £55,957 – 60,495.

HOURS OF WORK

35-hours per week, Monday to Friday.

HOLIDAYS

The annual holiday year for all employees will run from 1 April to 31 March with a total of 34 days provided annually. The annual leave allowance is 22 days plus 12 days public and local holidays, pro rata for part-time hours. Some flexibility is offered as to when public and local holidays are taken.

TRAVEL

Travel expenses and travel time between customers are paid, mileage is paid at 45p per mile. Public transport expenditure is available for reimbursement to employees. This post is eligible for essential car usage allowance and access to a car is, therefore, essential for this post.

WORK LIFE BALANCE

Blackwood promotes work life balance in relation to working hours and promote flexible working/family friendly working patterns. We offer hybrid working (with a minimum of one day a week in Head Office). Our standard working week is 35-hours (for Corporate & Housing Services).

PENSION SCHEME

Blackwood operates the NEST pension scheme for the benefit of its employees. Employer contributions are 4%, with a further contribution of 4% from the employee. All employees are automatically enrolled in the scheme once their earnings exceed the lower earnings limit.

LEARNING AND DEVELOPMENT OPPORTUNITIES

Blackwood is committed to the development of all our employees and provides significant opportunities to undertake additional qualifications. You will be given a comprehensive learning and development programme that includes paid local and corporate induction days, e-Learning and shadow shifts. We have a culture of progression within Blackwood and so it is important you get the right training and development opportunities to help you grow in your role.

LIFE ASSURANCE

A lump sum benefit equivalent to twice annual salary is provided at no cost to the employee.

SICK PAY

Employees are eligible for enhanced payments during periods of sickness absence on completion of the probationary period. These are on a graded scale based on length of service. The maximum entitlement after 6 years is 26 weeks full pay and 26 weeks half pay.

EMPLOYEE ASSISTANCE PROGRAMME

Access to LifeWorks portal for all employees to help during times of personal issues at work or at home. Includes access to counselling services.

REWARD & RECOGNITION

Excellence recognition awards for those of our employees who go that extra mile or who have long service with the organisation. Opportunity to join our Blackwood Voice employee engagement forum where we meet with our teams and hear how we can work together on making Blackwood an even better place for all to work!

Job Profile



POST: HEAD OF BUSINESS ASSURANCE

RESPONSIBLE TO: Director of Corporate Services

RESPONSIBLE FOR: Delivery of Blackwood's assurance, governance, and corporate support functions, including information governance and data protection.

AIM: The post-holder leads delivery of an integrated governance and assurance support service that underpins our decision making, providing the information and processes required to demonstrate delivery of Blackwood's strategy, ongoing improvement, and regulatory compliance.

KEY TASKS:

ASSURANCE

- Lead the Business Assurance team to deliver the systems and processes that support integrated and systematic delivery of the strategy, balancing risk and compliance with the requirements of regulatory and government bodies.
- Lead the delivery of a planning and performance framework that incorporates an annual cycle of customer engagement, planning, performance reporting and improvement and enables Blackwood to meet and demonstrate strategy delivery and regulatory compliance.
- Facilitate Blackwood's ability to be an evidence-led organisation through our approach to information management, ensuring the right people have the right information at the right time.
- Develop Blackwood's use of business intelligence, to promote an evidence-based and customer-focused approach to service delivery and improvement. Measure results, impact, and delivery, and coordinate improvement and change processes where needed to establish a cohesive and coordinated approach to these areas across the organisation.
- As part of a wider performance framework, develop and deliver a programme of customer and stakeholder research and feedback.
- Oversee a collaborative and positive challenge approach to assurance, performance and risk management and the delivery of strategic objectives on time and to budget.
- Coordinate internal audit activity and ensure that the organisation meets and delivers on recommendations made, including liaising with our internal audit partner.

- Implement and oversee the delivery of our strategic and operational risk management processes.
- Oversee a project management framework that aligns with Blackwood's business planning and resources and allows us to demonstrate return on investment. Develop appropriate resources and documentation to support this framework.
- Provide quality assurance and improvement services to the organisation, identifying and facilitating improvement activity that supports services and teams and prepares services for external inspections.

CORPORATE GOVERNANCE

- Support the Executive Team and Company Secretary to ensure Blackwood is compliant with the requirements of corporate governance, including the timely and appropriate provision of considered advice on all matters within sole or shared responsibility.
- Ensure timely and accurate submissions to Scottish Housing Regulator, SSSC, Care Inspectorate, OSCR, and any other regulatory or legal bodies as required.
- Oversee the management of Blackwood's internal business support services, ensuring full compliance with legislative, compliance and regulatory requirements, and providing operational managers and teams with the necessary business advice and assistance.
- Provide reports, advice, insight, and awareness of legislative and compliance concerns, including data protection, information governance, and policy development, for example equality, human rights, and sustainability.
- Ensure the administrative support for Board and Committees is in place, including timely production and delivery of reporting requirements with EMT.

BUSINESS SERVICES

- Working with the Corporate Services management team and partners across the organisation, develop and oversee the complaints handling procedure and reporting and incorporate learning into our improvement programme.
- Lead a framework for business continuity and resilience planning, working with partners across the organisation to prepare Blackwood to respond proactively and systematically to adverse events.
- Be responsible for the provision of effective administrative support and facilities management for Blackwood, including front of house services.
- As Data Protection Officer for Blackwood, deliver advice and guidance to keep the business compliant with rules and regulations from the ICO. Manage the internal and external resources and expertise required to deliver our legal requirements.
- Work across the business to roll out a corporate approach to data use, developing partnership working to embed systems and processes that support data protection, information governance and other compliance and standards for data use.

- Contribute to the wider culture and organisational development of Blackwood through active participation in our Operational Management Team and wider senior management groups.

GENERAL

- Provide motivational leadership and support to the Business Assurance team and wider Corporate Services department, ensuring clarity of direction, effective communication, and collaboration along with development of personal potential.
- Undertake continuing personal development and training as required to maintain professional knowledge and currency in relevant business areas.
- Represent the organisation professionally at external forums and events and develop a profile in the sector that impacts positively on the organisation. Play an active part in external events, conferences, and groups where this can help to promote the interests of Blackwood.
- Undertake such other reasonable duties consistent with the scope and purpose of the post as may be instructed by the Director of Corporate Services.

PERSON SPECIFICATION

Head of Business Assurance

	Criteria		Assessed at		
	Essential	Desirable	Shortlisting	Testing	Interview
EXPERIENCE & QUALIFICATIONS					
Experience of leadership position within a senior organisational level. A strategic and analytical thinker who can develop and influence new ideas and approaches. Experience in leading and managing change.	✓		✓		✓
Delivering a performance reporting function that meets regulatory requirements and provides the information required to support the business planning cycle and drive improvement.	✓		✓		✓
Developing and delivering a cohesive and coordinated approach to business planning and performance management across a business.	✓		✓		✓
Understanding and awareness of data protection, information governance requirements and appropriate compliance arrangements and processes.	✓		✓		✓
Experience providing support and advice on corporate governance, risk management or business assurance.	✓		✓		✓
Development of processes, policies, and frameworks to meet and comply with government, regulatory and legislative requirements.	✓		✓		✓
Experience in leading and managing a team and embedding a performance and customer-focused culture.	✓		✓		✓
A qualification in project or programme management methodology		✓			✓
KNOWLEDGE, SKILLS & ABILITIES					
Understanding of the housing and care sectors and the policy and government context in which Blackwood operates	✓		✓		✓
Experience delivering scrutiny and positive challenge of performance across different operations and at all levels	✓		✓		✓
Strong people management skills, able to lead and motivate a department of varied corporate support functions	✓		✓		✓
Proven ability to work collaboratively with others to enhance services/performance or to deliver added value for the organisation. Ability to develop and maintain good working relationships with others.	✓		✓		✓
Excellent written, verbal and visual/presentational skills.	✓		✓		✓

IT proficient and enthusiastic, understanding of latest best practice in technology for the provision of the data and IT systems and tools required to deliver business intelligence products.	✓		✓		✓
Experience in planning and managing a departmental budget.	✓		✓		
Ability to make effective use of Microsoft products and applications including Office 365 and related collaboration applications.	✓		✓		
Qualified to a degree standard (or equivalent experience) and evidence of any professional qualifications.	✓		✓		
VALUES & ATTITUDES					
Open and Honest - Maintain high standards of personal behaviour and display strong moral principles.	✓				✓
Taking Responsibility - Prepared to show initiative and accept responsibility, flexibility and adaptability.	✓				✓
Keeping Our Promises - Committed to values and purpose of social housing and awareness of Blackwood Homes and Care aims and objectives.	✓				✓
Respect and Understanding - Commitment to equality, diversity and inclusion (in theory and practice).	✓				✓
OTHER CONSIDERATIONS					
Current full driving licence or able to meet occasional travel requirements when necessary.	✓		✓		✓

Application Instructions

For a confidential discussion please get in touch with Nigel Fortnum, David Currie or Danielle Cairney at Aspen People on 0141 212 7555.

To apply please **upload your CV and cover letter (as one combined document)** via the Aspen People website – **[click here to apply](#)**.

Closing date is Monday 18th December 2023.

Applicants will be shortlisted for interview by matching the details given in their CV and covering letter / supporting statement against the job description. We would therefore ask applicants to provide clear evidence to show how your experience, skills and knowledge match those requirements as well as why you are interested in the role. We would also be grateful if you could also include details of two referees (please note that referees will not be contacted until offer stage or without prior consent).

Please note that you will receive an automatic acknowledgement of your application – if you do not receive this please contact Kelsey Bettoli at Aspen on 0141 212 7555.

RIGHT TO WORK IN THE UK

Blackwood must check under the Immigration, Asylum and Nationality Act (2006) that anyone to whom they offer employment has the right to work in the UK. All applicants **MUST** provide documentation to evidence your eligibility to work in the UK prior to starting employment, if successful. For a full list of acceptable right to work documents please refer to: <https://www.gov.uk/government/publications/right-to-work-checklist>

Blackwood complies with all legal obligations for right to work checks and photocopies will be taken by the recruiting panel in your presence to confirm right to work.

SPONSORSHIP INFORMATION

In accordance with the new immigration rules, employers must hold a licence of sponsorship to recruit all overseas candidates who do not have the right to work in the UK. It is with regret that this role does not meet the current suitability requirements set by the UKVI to enable sponsorship of migrant workers. Therefore, we cannot progress applications from candidates who require sponsorship to work in the UK.

INTERVIEWS

Longlist interviews will be held on Thursday 11th January 2024 at 160 Dundee St, Edinburgh. Shortlist interviews will be held on Thursday 18th January 2024 at 160 Dundee St, Edinburgh.