



INVESTOR IN PEOPLE



# candidate information pack

**Chief Compliance Officer**



# welcome

*from Normandie Wragg, Nugent CEO*

Thank you for your interest in the role of Chief Compliance Officer (CCO).

This is a unique opportunity for you to join a successful Executive Management Team in a role that is responsible for developing and implementing the governance framework and compliance programme within Nugent.

This is a highly influential position within the organisation and we are expecting you will be an individual with emotional intelligence, sharp intellect, resilience and the ability to be agile for the benefit of the charity. Over the last couple of years we have built a highly skilled and resilient executive and senior leadership team with ambitious expectations for the benefit of the people we serve. Our managers and staff at the front line give their very best to those in our care and we need to continuously demonstrate this to our stakeholders, including our regulators. In this role, you will support your peers and direct reports promoting a commercially astute and compliant culture across the organisation as we drive towards our vision of being an entirely dignified and outstanding organisation.

This post will be accountable for leading and managing the critical functions of the organisation which deliver the Charity's core support services to ensure that we are meeting/exceeding the expectations of our service users, staff and internal and external regulatory standards.

As Chief Compliance Officer you work with the charity to implement our recently re-defined and improved governance system and oversee the Corporate



Compliance Program and Governance Framework. The position ensures the functions of the Trustees, management and employees are in compliance with the rules and regulations of regulatory organisations, that Nugent's policies and procedures are being followed, and that behaviour in the organisation is in alignment with Nugent's values and charitable trust deed.

The Chief Compliance Officer reports directly to me and assures our charity is doing what we say we are doing by monitoring and reporting results of the compliance, risk and ethics efforts of the charity. You will provide guidance for the Trustees and CEO and the executive and senior leadership teams on matters relating to compliance and risk. On a day to day basis the CCO will work side by side with the Chief Operating Officer (COO). The Chief Compliance Officer, together with the COO, in agreement with the CEO, is authorised to implement all necessary actions to ensure achievement of the objectives of an effective governance, compliance and risk program.

This role is ideal for you as a conscientious and values driven individual who is prepared to roll up your sleeves and actively engage in achievement of the vision.

I look forward to meeting with you.

***Normandie***

# the role

## What can you expect?

The Chief Compliance Officer role is a re-imagined post new to Nugent and therefore there is scope to adjust this role to fit your skills. You will be working closely with the Chief Executive Officer, and the Chief Operating Officer, as the third member of our Executive Management Team supported closely by the Executive Leadership and Senior Leadership Teams. Through the CEO, you will have direct contact with our Governing Body and Trustees.

As the CCO, you will lead and oversee several teams whose remits cover a variety of departments within the charity. You will work closely with the Associate Director of Finance who controls the day to day finances of the charity, the Associate Director of People and Development, the Head of Assets and Facilities Management who looks after our assets, and our Quality Assurance and ICT departments.

This is a permanent full time role. As with most executive posts, this role is not strictly confined to a 37 hour work week. However, we do seek to have a good work life balance and the Central Office in Liverpool closes promptly at 6pm. Working from both home and our Central Office is facilitated as are flexible working hours across Monday to Saturday. How you choose to work your time is largely up to you providing the needs of the charity are satisfied.

Travel is expected mainly within the boundaries of the Liverpool City Region although on occasion, wider travel may be called for. Whilst at Central Office you can expect your own office, a shared Personal

Assistant, free parking, and the technology you need to perform your role. We also offer a pension scheme up to 6% employee contribution matched by Nugent, ample annual leave (up to 43 days including statutory holidays), death in service and sickness benefits.

Being a Chief Compliance Officer is a demanding, challenging, and fast-paced role. If you are strongly invested in health and social care, or making a difference to the community, it is immensely fulfilling work, in which your individual achievement contributes directly to the success of the charity and the support of approximately 6,000 vulnerable people we support every year.

## What will you be responsible for?

- Information Governance and GDPR
- Insurance Claims and liaison with solicitors and insurers
- Compliance and Governance across the charity
- Information Technology and Data and Information Management
- Quality Assurance Department
  - CareSys (CareSys is our electronic care recording system)
  - SIMS
  - Policies and Procedures
- Assets and Facilities (including Health and Safety)
- Human Resources including Learning and Development



## about us

We offer a diverse range of support to adults and children through our schools, care homes, children's homes, community and social work services and social enterprise. We work at the heart of some of the most vulnerable and disadvantaged communities. We strive to generate interest, awareness and understanding of issues around poverty and social welfare and the impact of this on our wider communities.

### **Vision**

**To be an entirely dignified and outstanding organisation by 2020.**

The vision for the organisation continues the spirit of our purpose which is to continue to provide and develop the kind and essential work of Father Nugent.

'Outstanding' has been developed to fit our purpose into the context of a sector that is rigorously regulated. Dignified relates to a value check against our faith based origins within the Catholic Social Teachings.

Our vision acknowledges the standards of a holistic environment which includes service users, stakeholders (including staff), regulators and a strong value base.

### **Purpose - why we exist**

Nugent is here to continue the kind and essential work started by Father Nugent helping the most vulnerable people in our communities.

### **Our Mission - how we achieve our purpose**

- To care, educate, protect and inspire those in need
- To be an employer of choice
- To be an advocate. A voice for the voiceless.

### **Our Values**

In order to fulfil our mission and purpose we have agreed on a set of values that are the foundation, our beliefs and our behaviours throughout the organisation.

Our values are: *integrity, ambition, courage, compassion, optimism, respect and dignity.*

# privacy notice

## recruitment

### **Job applicants and current and former employees**

Nugent is the data controller for the information you provide during the process unless otherwise stated. If you have any queries about the process or how we handle your information please contact us at [hr@wearenugent.org](mailto:hr@wearenugent.org)

### **What will we do with the information you provide to us?**

All of the information you provide during the process will only be used for the purpose of progressing your application, to maintain your contract of employment or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

### **What information do we ask for, and why?**

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

### **Application stage**

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team and hiring managers will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information – if you don't provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

### **Shortlisting**

The hiring manager shortlists applications for interview. They will be provided with your application with your name and contact details but not with your equal opportunities information if you have provided it.

### **Assessments**

We might ask you to participate in assessment days; complete tests or occupational personality profile questionnaires; and/or to attend an interview

– or a combination of these. Information will be generated by you and by us. For example, you might complete a written test or we might take interview notes. This information is held by HR for the duration of the recruitment process then confidentially destroyed.

If you are unsuccessful following assessment for the position you have applied for, we may ask if you would like your details to be retained in our talent pool for a period of six months. If you say yes, we would proactively contact you should any further suitable vacancies arise.

### **Conditional offer of employment**

If you pass the interview stage then we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to an offer of employment. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their suitability for the position applied for.

You will therefore be required to provide:

- Proof of your identity – you will be asked to produce original documents at interview, we will take copies.
- Proof of your qualifications – you will be asked to produce original certificates at interview, we will take copies.
- We will ask you to complete a questionnaire about your health. This is to establish your fitness to work and if any adjustments are needed. This is done through a data processor who provides a confidential Occupational Health Service.
- You will be asked to complete a DBS criminal records check to declare any unspent convictions (subject to the position being eligible for DBS). A barred list check for staff working with children

or adults will be done as part of the enhanced level disclosure and you will be asked to complete a consent form for HR to join you to the Update Service.

We will contact your referees, using the details you provide in your application, directly to obtain references

If we make a formal offer of employment we will also ask you for the following:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work
- You will be auto enrolled onto Nugent's Occupational Pension Scheme as per the Government regulations

Our Code of Conduct requires all staff to declare if they have any potential conflicts of interest. If you complete a declaration, the information will be held on your personnel file.

### **How long is the information retained for?**

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus six years following the end of your employment. This includes the reference number and date of your DBS clearance, fitness to work, records of any security background checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for six months from the closure of the campaign. Information generated throughout the assessment process, for example interview notes and equal opportunities information are retained for

six months following the closure of the campaign.

### **How we make decisions about recruitment?**

Final recruitment decisions are made by hiring managers and members of our recruitment team. All of the information gathered during the application process is taken into account.

Psychometric testing is marked and a result is generated automatically. However, if you wish to challenge the mark you have received, the result can be checked manually. You are able to ask about decisions made about your application by speaking to your contact within our recruitment team or by emailing [hr@wearenugent.org](mailto:hr@wearenugent.org)

### **Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 5 April 2018

### **How to contact us**

If you want to request information about our privacy policy, you can email us or write to:

Quality Assurance, Nugent, 99 Edge Lane,  
Liverpool L7 2PE

**0151 261 2000**

**[complaints@wearenugent.org](mailto:complaints@wearenugent.org)**



# benefits, rewards and recognition

Here is a summary of the benefits, rewards and recognition that we currently offer to our staff.

## **Pension scheme**

Our pension provider for is Aviva. Staff pay a percentage of their salary monthly into their pension fund. Nugent also pays a contribution to the individual's pension fund. Teachers can join and become a member of the Teachers' Pension Scheme.

Under Government rules all staff who are eligible for pension scheme membership are automatically enrolled into the Aviva scheme. You can opt out of the scheme if you wish. Employee and employer contributions increase over time in line with auto-enrolment regulations.

## **Credit Union membership**

- Operated by Partners Credit Union.
- Staff can open a savings account, saving as little as £1 per month, and borrow money at reasonable rates.
- Deductions can be made direct from salaries, by notifying Finance.

## **Healthcare Cash Plan**

- Provided by Medicash.
- Staff can opt to join at a variety of benefit levels, which will pay towards health care costs.
- Membership/joining information is available from the Central Office HR Department.

## **Life Assurance scheme**

- Provided by Howden Employee Benefits.
- Pays one year's salary to a nominated individual in the event of the employee's death in service.
- All staff are eligible to receive this benefit free of charge when they start with Nugent.

## **Employee annual awards**

Our iACCORD Awards are based on each of the seven values. Separate awards are given for managers and non-management staff.

Awarded on the basis of staff nominations, judged by Trustees. Presentations made at the annual Leadership Summit and Start the Year Conference.

## **Occupational Health services**

- Provided by Everwell Occupational Health
- Management referrals to clinics in various locations. Telephone consultations also available

## **Counselling service**

- Confidential service provided by Compass Counselling.
- Phone number available from Central Office HR Department.
- Leaflets/posters also distributed.

## **Employee long service awards**

- 10 years and 20 years' service
- Certificate and vouchers presented at the Start the Year Conference

### **Subsidised Physiotherapy**

Where a member of staff has been injured by a service user, 50% of the cost of private physiotherapy undertaken will be reimbursed, up to £150.

Individuals should inform their manager of their intention to seek private treatment and claim reimbursement.

### **Free eye tests**

If your role involves working at a computer for most of the day, you can request a voucher to cover the cost of an eye test at an Optician.

Ask your manager to request a voucher from the Administration Department at Central Office.

### **Free DBS check for everyone**

All staff are required to join the DBS Update service, which provides them with their own online DBS account. Nugent pays the cost of this.

Staff should pay attention to any notifications sent to them by DBS, contacting their manager or HR for advice if necessary.

### **Professional development**

The Supervision and Appraisal process provides all staff with the opportunity to develop their skills and knowledge for their current role and their next one.

Supervision meetings with your manager should take place regularly, and an annual Appraisal meeting will result in a development plan for you to follow.

### **Free car parking**

Most of Nugent's premises have car parking facilities for which there is no parking charge.

However, some of Nugent premises do not have car parking space.

# job description

## **Job Title: Chief Compliance Officer**

**Accountable to: Chief Executive Officer**

### **Responsible for:**

- Information Governance and GDPR
- Insurance Claims and liaison with solicitors and insurers
- Compliance and Governance across the charity
- Information Technology and Data and Information Management
- Quality Assurance Department
  - CareSys (CareSys is our electronic care system)
  - Policies and Procedures
- Assets and Facilities (including Health and Safety)
- Human Resources including Learning and Development

During the development of Nugent additional duties and line management responsibilities may be added to this post and to the department. The post holder may be required to work from alternative establishments at any time and to travel.

### **Purpose and objectives**

This Executive Management Team (EMT) post will be accountable for leading and managing the critical functions of the organisation which deliver of the charity's core support services to ensure that we are meeting/exceeding the expectations of our service users, staff and internal and external regulatory standards.

The Chief Compliance Officer continues to develop and oversee the Corporate Compliance Program and Governance Framework, functioning as an independent and objective body that reviews and evaluates compliance issues/concerns within the charity. The position ensures the functions of the Trustees, management and employees are in compliance with the rules and regulations of regulatory organisations, which Nugent's policies and procedures are being followed, and that behaviour in the organisation is in alignment with Nugent's values and charitable trust deed.

The Chief Compliance Officer acts as staff to the CEO and Board of Trustees by monitoring and reporting results of the compliance, risk and ethics efforts of the charity and in providing guidance for the Trustees and CEO, Executive and senior leadership teams on matters relating to compliance and risk. The Chief Compliance Officer, together with the CEO and COO is authorised to implement all necessary actions to ensure achievement of the objectives of an effective compliance and risk program.

The role will take responsibility for the following functions: Quality Assurance, Asset Services, Human Resources, IT and Data and Information Management.

- A member of the Executive Management Team (EMT)
- Pivotal role in contributing, delivering and embedding strategy through development of the wider business plan.
- Works autonomously on a day to day

basis under the broad direction of the Chief Executive.

- Able to authorise expenditure in accordance with the Nugent delegation of authority guidance.
- Has a broad and deep knowledge of a specialist professional area and an understanding of its importance to the wider business and stakeholders.
- Makes decisions which impact on the achievement of organisational objectives.

### **Communication**

The post holder must keep the Chief Executive Officer fully informed of all matters of concern within his or her remit. She/he must consult with the Chief Executive Officer if these matters of concern involving outside agencies.

### **Relationships**

- Executive Management Team
- Executive Leadership Team
- Senior Leadership Team
- Operations and Support Managers

### **Key tasks**

#### **Governance**

- Developing and implementing the governance framework and compliance program.
- Monitoring compliance with requirements of framework and compliance program,
- Chairing the Care Governance Committee.
- Develops, initiates, maintains, and revises policies and procedures for the general operation of the Compliance Program and its related activities to prevent illegal, unethical, or improper conduct. Manages day-to-day operation of the Program.
- Monitoring and developing business

policies, processes and management frameworks.

- Provide assurance to the executive and Trustees that the Charity has adequate governance and its operational effectiveness.
- Responds to alleged violations of rules, regulations, policies, procedures, by evaluating or recommending the initiation of investigative procedures. Develops and oversees a system for uniform handling of such violations.
- Acts as an independent review and evaluation body to ensure that compliance issues/concerns within the organisation are being appropriately evaluated, investigated and resolved.
- Monitors, and as necessary, coordinates compliance activities of other services or departments to remain abreast of the status of all compliance activities and to identify trends.
- Identifies potential areas of compliance vulnerability and risk; develops/ implements corrective action plans for resolution of problematic issues, and provides general guidance on how to avoid or deal with similar situations in the future.
- Provides reports on a regular basis, and as directed or requested, to keep the Corporate Compliance Committee of the Board and senior management informed of the operation and progress of compliance efforts.
- Ensures proper reporting of violations or potential violations to duly authorized enforcement agencies as appropriate and/or required.
- Works with the Human Resources department and Learning and Development department and others as appropriate to develop an effective compliance training program, including appropriate introductory training for new employees as well as ongoing training for all employees and managers.
- Monitors the performance of the

Compliance Program and relates activities on a continuing basis, taking appropriate steps to improve its effectiveness.

- Facilitating flow of information to provide key information to managers, trustees and committees.
- Through the CEO, liaising with trustee and governing body members and fulfilling their requests for information.

### ***Human Resources***

Provide effective and results oriented leadership to the Associate Director of People and Development to;

- Developing and implementing HR initiatives in line with organisational objectives.
- Set the direction of HR department, including talent acquisition, learning and development, employee engagement, compensation and benefits, talent management and financial planning of the department.
- Liaising directly with the executive and being accountable for the performance of the HR function and the departments.
- Providing strategic counsel on all people matters.
- Contributing to long-term goals around business and people development, including succession planning and talent acquisition.
- Leading the analysis of employee feedback and data, with the aim of creating a better working environment and engaged culture.
- With the COO, taking oversight of the charity's culture.

### ***Asset Services***

- Provide effective and results oriented leadership to the Assets & Facilities department.
- Develop and Implementing the charity's asset management plans and strategy with the Head of Assets and Facilities to;

- Monitor and report on performance to optimise the value of the asset portfolio.
- Oversee implementation of asset management and maintenance programs.
- Determine appropriate frameworks, processes and standards to be applied to the acquisition and disposal of assets.
- Provide strategic advice to support the implementation of and adherence to effective asset management principles across the organization.
- Develop recommendations related to portfolio profile, deployment and redeployment, acquisition, disposal or retirement of specific major assets.

### ***IT***

- Setting objectives and strategies for the IT department.
- Selecting and implementing suitable technology to streamline all internal operations and help optimize their strategic benefits.
- Designing and customizing technological systems and platforms to improve user experience.
- Direct and organize IT-related projects.
- Monitor changes or advancements in technology to discover ways the Charity can gain advantage.
- Analyze the costs, value and risks of information technology to advise and suggest actions.

### ***Data and Information Management***

- Establish data governance roadmap including strategic priorities for development of information-based capabilities.
- Roll out data governance framework, with a focus on improvement of data quality and reporting.
- Develop framework for the protection of sensitive data through modifications to

organization behavior policies and standards, principles, governance metrics, processes, related tools and data architecture.

- Serve as a liaison between business and functional areas and technology to ensure that data related business requirements are clearly defined, communicated and well understood.
- Develop and maintain inventory of the enterprise information maps, including authoritative systems, owners.
- Facilitate the development and implementation of data quality standards, data protection standards and adoption requirements across the charity.
- Define indicators of performance and quality metrics and ensure compliance with data related policies.
- Coordinate external data sources to eliminate redundancy and streamline the expense related to those services.
- Identify new opportunities pertaining to the use of information assets to achieve efficiency and effectiveness at the Senior Management table.

### ***People Management***

- Provide leadership and effective management to all departments within the business resilience function, engendering a compassionate and courageous culture with active engagement across the organisation.
- Develop, lead and sustain a culture based upon the key Nugent values.
- Form and communicate a clear vision and direction for the BR team, creating a sense of unity and common purpose in alignment with the overall Nugent Strategic Plan.
- Lead, manage and develop staff in a way that promotes high performance, develops staff and recognises talent.
- Manage the inter-relationships between the department and services, promoting flexible, collaborative working and innovation.

- To ensure that staff directly accountable to this post are supervised and appraised as per Nugent Policy and that relevant training is undertaken.
- To ensure that staff are recruited to the team using Nugent policies and procedures.
- To ensure that staff carry out their duties to full legal and procedural requirements and meet the standards of Nugent.
- To ensure that staff make relevant reports available on request.
- To deal with matters of staff discipline and competency in accord with the policies and procedures of Nugent.

### ***Finance and Resources***

- Prepare, monitor and report on all departments within the role's responsibility and ensure financial performance targets are met.
- Ensure that Nugent and procedures are followed and that deadlines for the processing of transactions are met.
- Work proactively as part of the team to maximise efficient and effective use of resources.
- Provide any information required by the Chief Executive, or the Trustees.

### **Safeguarding**

Ensuring safe practice guidelines are followed and Safeguarding policies and procedures are adhered to.

### **Equalities**

Nugent affords all employees equal opportunities in employment irrespective of disability, gender, race, religion, age, sexuality, sexual orientation, marital status, parental status etc. Nugent will ensure that discriminatory practices are identified and removed and non-discriminatory practices introduced in all areas of employment.

### **Nugent and fundraising**

Nugent is a Charity and as such relies on its good reputation and voluntary contributions

and donations from members of the public, from grant making bodies and corporate sponsorship.

All employees of Nugent are expected to behave in a way that enhances the reputation and image of the Charity. In addition, staff are expected to be responsive to fundraising initiatives, attend public events whenever possible and generally take seriously their role in raising income for the Charity at every opportunity.

### **Additional duties**

It is the nature of the work of Nugent that tasks and responsibilities are, in many circumstances, unpredictable and varied and may include weekend and evening working. You may on occasions be required to work flexibly across the organisation's other establishments. All staff are, therefore, expected to work in a flexible way when the occasion arises, when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

### **Emergency on call rota**

The CCO is required to partake on the emergency call out rota for which no extra payment is given. This currently is approximately a few weeks per year.

### **Confidentiality**

It is expected that all Nugent employees will understand that our work is confidential and that personal details about residents and their families should NOT be divulged to members of the public.

### **Basic principles**

The post-holder is expected to be familiar with and have regard to the Basic Principles of Nugent and work within that framework.

He/she must be prepared to operate within a Catholic Agency, but ensure that people of all denominations and religions have their spiritual needs met.

### **Qualifications**

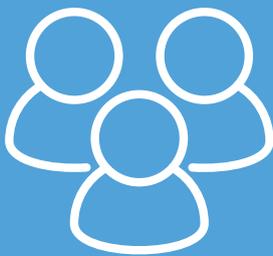
See Person Specification.

### **Conditions of service**

The Conditions of Service are set out in the Nugent Handbook.

Nugent has a probationary period of up to 9 months. A probationary appraisal will take place at 6 months with an initial performance review at the 3 month stage.

<b>PERSON SPECIFICATION</b>		
<b>Key: Essential (E), Desirable (D), Application Form (A), Interview (I), Reference (R), Practical (P)</b>	<b>Essential/Desirable</b>	<b>Assessed by</b>
<b>Attitude</b>		
Has a pro-active and self-motivated approach.	E	A/I/R
Has self-belief and drive, with positive attitude.	E	A/I/R
Is flexible and has ability to implement change and develop practice in response to emerging needs.	E	A/I/R
Self-aware and takes responsibility for results.	E	A/I/R
Commitment to, and demonstration of the Nugent values, including willingness to work within a faith based organisation.	E	I
Willingness and ability to travel locally with occasional travel farther afield.	E	A/I
<b>Qualifications</b>		
Degree or comparable relevant Health or Social Care sector qualification.	D	A
Masters Degree (or higher) or equivalent.	D	A
A Quality Assurance or Improvement Qualification.	D	A
Evidence of continuing professional development.	E	A
Membership with a professional organisation dedicated to Quality (i.e. Charter Quality Institute (CQI) or equivalent).	D	A
<b>Knowledge</b>		
A minimum of 10 years' experience in a relevant role.	D	A/I
A strong knowledge and understanding of quality and best practice in health and social care service delivery.	E	A/I
Significant experience and demonstrable knowledge and understanding of legislation and guidance, policy and procedures, and best practice in relation to health and social care services regulation.	D	A/I
Excellent knowledge and experience of performance measurement and performance assessment frameworks.	D	A/I
Good knowledge of legislation relating to the governance of charities and/or companies.	E	A/I
Excellent knowledge and experience of information governance and GDPR.	E	A/I
Good knowledge of impact reporting and social return on investment.	D	A/I
Experience and or knowledge of quality management or governance frameworks.	E	A/I
Familiarity with operational, financial, quality assurance, assets, ICT and human resource procedures and regulations.	E	A/I
<b>Skills</b>		
Excellent analytical skills and the ability to interpret and communicate complex information from a range of sources, policies and legislation and to reach clear evidenced conclusions.	E	A/I/R
Ability to identify the learning and development needed in the organisation to support continuous improvement.	E	A/I/R
Ability to motivate, negotiate and work with others to promote positive outcomes.	E	A/I/R
Ability to build effective relationships with a wide variety of colleagues across the organisation, including service users, in order to initiate change and improvement in services.	E	A/I/R
Intermediate to high levels of IT competency using Windows based technology and Databases.	E	P



people and  
development

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**Nugent**

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Tel: 0151 261 2000

Email: [info@wearenugent.org](mailto:info@wearenugent.org)

Web: [wearenugent.org](http://wearenugent.org)



together we are  
**nugent**