

# Corporate Support Structure

## Head of Quality & Transformation - Angela Dawson

Angela leads on the maintenance and succession of quality standards and frameworks across the group to support continuous improvement, our culture and our ability to best serve our customers and will also support with the development, planning and delivery of change projects in different areas across the Group to achieve measurable improvements and benefits as part of our transformation programme.

## Customer Service

### Lead Customer Service Coordinator - Fran Chubb

Reporting to the Charity Chief Operating Officer, Fran manages the day to day running of the Customer Service Team and projects.

### Customer Service Coordinators - Judith Ellis, Sophie Xeros

Reporting to the Lead Customer Service Coordinator, Judith and Sophie work as part of the Customer Service Team to provide customers with support to access a range of services personal to their individual needs and aspirations. They provide a person-centred approach, helping each individual customer get quality, appropriate information and advice from the Group.

## Finance

### Head of Finance - Sharon Robinson

Reporting to the Group Chief Executive, Sharon leads on the provision of strong financial control and support across the organisation, ensuring professional high quality services and standards are delivered.

### Finance Manager - Sharon Douglas

Reporting to the Head of Finance, Sharon manages the day-to-day running of the Finance Team and supports the Head of Service.

### Finance Coordinator - Amanda Thompson

Reporting to the Finance Manager, Amanda coordinates the day to day processes within the Finance Team, ensuring financial controls and reporting deadlines are delivered. This includes all aspects of income, payroll and expenditure.

### Finance and Payroll Apprentice - Megan Glover

Reporting to the Finance Manager, Megan is responsible for processing and coordinating all aspects of payroll on a monthly and annual basis, supporting the group finance functions by ensuring financial controls, processes and reporting deadlines are met. Separate to her day-to-day role, Megan is also working towards her Level 3 finance qualification.

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## HR & Training

### **Senior Trainer - Patrick Hughes**

Reporting to the HR & Training Manager, Patrick coordinates the learning and development of the Group's workforce and equips staff with the knowledge, practical skills and motivation to carry out work-related tasks.

### **Recruitment & Senior HR Coordinator - Scott D'Agostino**

Reporting to the HR & Training Manager, Scott is responsible for proving a flawless service from application to onboarding, making sure the candidate has the best possible recruitment journey. Scott is also the point of contact for recruitment queries and setting up the onboarding for the successful candidates before they enter the business. Besides supporting Recruitment and HR Scott is also working towards his Recruitment Certificate.

### **HR Officer - Peter Ferguson**

Reporting to the HR & Training Manager, Peter assists with providing a first class internal HR and Training service. He is also a point of contact for HR related queries across the group, and helps produce, maintain and communicate the HR Strategy.

### **HR Assistant - Jennifer Turner**

Reporting to the HR & Training Manager, Jennifer assists with providing a first class internal HR and Training service. Separate to her day-to-day role, Jennifer is also working towards her CIPD qualification.

## Marketing

### **Marketing Officer - Holly Christie**

Reporting to the Head of Charity Services, Holly supports the marketing function for the Group including promotion to external stakeholders through communications activity including campaigns, marketing material and brand management, digital channels and media relations.