



Talk  
Listen  
Change

# Take financial leadership of a socially responsible organisation

Group Finance Director Recruitment

TLC group

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# Introduction

Thank you for your interest in becoming the Group Finance Director of the TLC Group. This is an exciting opportunity to provide strategic financial leadership for an organisation with healthy relationships at its heart.

The TLC Group began as TLC: Talk, Listen, Change, a charity established in 2017 to meet the relationship support needs of people in Greater Manchester. Talk, Listen, Change has since grown exponentially and now delivers services nationwide, supporting thousands of people each year to build and maintain safe, healthy, happy relationships.

We launched Now You're Talking in 2023 as a commercial counselling subsidiary with a profit-with-purpose mission to donate profits back into the charity. In 2025, we acquired the relationships charity Relationship Works. All three now form the TLC Group, headed by me and led by six other executive team leaders.

In this pack, you'll find more information about each organisation in the group and details about the job role. You'll also find our vision, mission, values, and strategic priorities for the next few years.

We welcome applications from all those with experience governing finances in complex or growing organisations. We particularly welcome applications from people with disabilities, Black, Asian or Minority Ethnic (BAME) backgrounds, and LGBTQIA+ individuals.

By considering this role, you're choosing to join an organisation that truly cares about making a positive difference in people's lives and relationships. You're also choosing to join us at an exciting time of growth, expansion, and opportunity. With your help, we hope to develop and diversify even further.

Thank you for considering the TLC Group as your next employer and good luck with your application.

We look forward to hearing from you.



Group Chief Executive  
**Michelle Hill**

The TLC Group is a national organisation operating in multiple regions across England and Wales and delivering services to individuals, couples, young people, families, and businesses. It comprises of a parent charity and two wholly owned subsidiaries.

£8<sub>m</sub>

annual turnover

200+

staff members

150+

income streams

Talk, Listen, Change is the UK's leading relationships charity. We equip people with the skills and knowledge to build and maintain safe, healthy, happy relationships. We empower people to navigate crisis, abuse, and relationship breakdown. We deliver therapeutic wellbeing, family mediation, and domestic abuse prevention and support services.



Now You're Talking is a profit-with-purpose counselling and wellbeing subsidiary on a mission to change how businesses care for their people, and how individuals prioritise their emotional health. Through business-to-business counselling and therapy services 66% of profits support the charitable activities of Talk, Listen, Change.



Relationship Works, formerly Relate Avon, is a dedicated relationship counselling service. Currently delivering individual counselling, relationship and family counselling, and sex therapy across Bath and Bristol. Growth is on the horizon to fill the existing lack of relationship services now seen nationally.

## Our mission:

Our mission is to ensure everyone has access to a circle of safe, healthy, happy relationships that can support their emotional health and wellbeing.

## Our vision:

We envision a society in which everyone feels socially connected and resilient in the face of difficult life circumstances.

## Our values:

### Safe

Championing safety, enriching lives.



We prioritise the physical, psychological, and financial safety of staff and the people we work with.

We have a duty of care towards staff, and staff have a duty of care towards the people they work with, each other and the organisation.

We ensure team members working directly with clients have a personal safety plan and clinical supervision.

We ensure appropriate confidentiality measures are in place and professional boundaries are upheld.

We never sacrifice safety to meet targets.

### Authentic

Honest voices, genuine action.



We promote a culture of openness and authenticity, encouraging all staff to bring their whole selves to work.

We are transparent about our actions and intentions.

We are creative in our approaches to tackling problems and open to being challenged.

We remain self-reflective and use feedback to make improvements to services and work culture.

We fully consider the impact of our words and actions on staff and the people we work with.

### Person-centred

Empowering diversity, celebrating unity.



We are inclusive and empowering, and we maintain a commitment to celebrating diversity and challenging discrimination at all levels of the organisation.

We champion the autonomy of the people we work with and trust our staff to be experts at what they do.

We promote flexibility through our working culture and service delivery methods.

We recognise that staff and the people we work with are human, and that human circumstances impact how we work.

## Strategic priorities:

In 2024, we introduced five strategic priorities to shape the growth of the TLC Group over the next few years. The priorities are considered alongside every strategic decision we make.

Adhering to the priorities helps drive our ambition to learn, grow, and meet more relationship needs each year while remaining a grounded, values-driven organisation.



### Dedicate

Commit ourselves to living our values; through being an employer of choice and a strong ethical and trusted partner.

**Be true to our word.**



### Deepen

Expand our impact through co-design, data-driven decisions and high quality, equitable services.

**Focus on impact.**



### Differentiate

Understand what makes us unique and leverage this through our marketing, communications and brand reputation.

**Celebrate who we are.**



### Develop

Invest in our team and our systems to strengthen our foundation.

**Be constantly learning.**



### Diversify

Strategically review our income streams, partnerships and organisational structure, whilst incorporating sustainable practices and technology.

**Be ambitious and brave.**

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# Role Profile

## Title: Group Financial Director

The Group Finance Director leads the financial strategy and financial management of the TLC Group. The role combines strategic financial leadership with oversight of robust financial management systems and processes.

The role is responsible for ensuring strong financial governance, effective financial planning and sustainable financial performance across TLC: Talk, Listen, Change and its subsidiary organisations. You will be part of the Executive Leadership Team and contribute to the collective leadership of the TLC Group.

The Group Finance Director provides expert financial advice to the Group Chief Executive, the Executive Leadership Team, and the Board of Trustees, supporting informed decision-making and long-term organisational sustainability.

### The role:

#### Financial Strategy and Leadership

- Lead the development and delivery of the Group financial strategy, ensuring financial sustainability and resilience.
- Work closely with the Group Chief Executive and Executive Leadership Team to ensure that financial planning supports the organisation's long-term strategy.
- Provide strategic financial advice to support decision-making across the organisation.
- Ensure that financial planning and forecasting support the growth and development of the organisation.

#### Financial Governance and Board Assurance

- Act as the principal financial adviser to the Board of Trustees.
- Provide high-quality financial reporting and analysis to support Board decision-making.
- Attend and contribute to Board and Committee meetings as required.
- Ensure that the organisation maintains robust financial governance and strong internal controls.
- Ensure compliance with charity finance regulations, statutory reporting requirements and best practice financial management.
- Lead the annual audit process, acting as the primary liaison with external auditors, ensuring the timely preparation of statutory accounts and the implementation of audit recommendations.



All group directors are expected to provide regular reports and assurance to the Board of Trustees and attend Board and Committee meetings as required.

## Group Financial Management

- Oversee the preparation of annual budgets, financial forecasts and medium-term financial planning.
- Ensure accurate and timely management accounts are produced across the organisation.
- Maintain oversight of cash flow, reserves and financial sustainability.
- Ensure that financial systems and processes are robust, effective and scalable as the organisation grows.
- Work closely with the Finance Manager to ensure effective day-to-day financial management.
- Provide oversight of procurement practices and value-for-money frameworks, ensuring financial efficiency and effective use of resources across services, contracts and organisational operations.

## Subsidiary Financial Oversight

- Provide financial oversight of TLC's subsidiary organisations, Now You're Talking and Relationship Works.
- Ensure that appropriate financial governance and reporting arrangements are in place across the group structure.
- Support subsidiary leaders and Boards with financial planning, financial reporting and financial governance.
- Ensure consolidated financial reporting across the TLC Group where required.

## Collaboration with the Executive Leadership Team

- Work collaboratively with colleagues across the Executive Leadership Team to ensure alignment between financial strategy and organisational priorities.
- Support effective financial planning across the areas of:
  - Organisational Resilience
  - Safe and Effective Services
  - Growth, Partnerships and Commercial Development
- Contribute as a member of the Executive Leadership Team to the collective leadership of the TLC Group, supporting the delivery of organisational strategy and effective cross-organisational decision-making.

**All staff are expected to commit and ensure safeguarding responsibilities are embedded within their work.**

## Mergers, Growth and Financial Due Diligence

- Lead the financial due diligence process for potential mergers, acquisitions or strategic partnerships.
- Provide financial modelling and analysis to support organisational growth opportunities.
- Support the Executive Leadership Team in assessing the financial viability and sustainability of new services, partnerships or commercial initiatives.
- Support the financial integration of newly merged organisations where required.

## Risk Management

- Contribute to the identification, monitoring and management of strategic risks across the organisation.
- Ensure that financial risks are appropriately identified and mitigated.
- Maintain strong financial controls to safeguard organisational assets.
- Contribute to the identification, management and mitigation of organisational risks within their area of responsibility, ensuring effective risk management aligned with TLC's risk framework.

## Leadership and Culture

- Lead and develop the finance function, ensuring high professional standards and strong financial management across the organisation.
- Promote a culture of financial accountability and transparency.
- Support colleagues across the organisation to understand financial information and make informed financial decisions.
- Ensure that financial management practices reflect the values of TLC: Talk, Listen, Change.

## Other Responsibilities

- Deputise for the Group Chief Executive as required, including representation at Board, committee and external meetings.
- Ensure that equality, diversity and inclusion are embedded within financial planning and organisational decision-making.
- Undertake any other duties reasonably required by the Group Chief Executive.
- Commit to continuous professional development in line with the requirements of the role.

## Line management:

- **Reporting to:**  
The Group Chief Executive.  
You will be part of the Executive Leadership Team and contribute to the collective leadership of the TLC Group.
- **Direct reports:**  
Finance Manager.  
The finance team may grow over time as the organisation continues to expand.

## Person specification:

- Qualified accountant (ACCA, CIMA or equivalent) with senior-level experience.
- Experience of leading finance in a complex or growing organisation.
- Strong understanding of financial governance and Board reporting.
- Experience creating and managing processes.
- Proficient in Microsoft Excel with experience in data analysis, reporting and spreadsheet management.
- Experience within the charity, public or social sector.
- Experience of leading and developing a finance team.
- Strong financial planning skills, including budgeting, forecasting and cash flow.
- Experience of financial modelling and supporting organisational growth.
- Experience of liaising with external professionals, including Auditors.
- Able to communicate financial information clearly to non-finance audiences.
- Collaborative approach, with a commitment to values-led and inclusive leadership.



## The offer:

**Full Time:** 37 Hours per week

**Salary:** £61,429 - £71,069 per annum

**Location:** We offer hybrid working with the option of spending some time working from a TLC Group office (various locations across England).

**Regular travel across England and Wales will be required.**

Registered Charity Number: 512710

Company Number: 1559314



“As a Trustee of this remarkable charity, I am repeatedly astounded by the monumental strides TLC continues to make. Witnessing the unwavering commitment, belief, and dedication of the staff is nothing short of inspiring.

I’m so impressed by the charity’s culture and shared vision that brings tangible change to people’s lives. It is a privilege to be part of a team so driven to making a positive difference to society, helping to ensure safe, healthy, and happy relationships for everyone.”

Alvin Raymode, Trustee

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# How to Apply

Head to [talklistenchange.org.uk/jobs](https://talklistenchange.org.uk/jobs) for our **application form**.

Please send an email containing your application with your name and “**Group Finance Director**” as the subject to:  
[recruitment@talklistenchange.org.uk](mailto:recruitment@talklistenchange.org.uk)

**We expect interviews to take place 2 June 2026**

**Application Deadline: 14 May 2026**

**Get in touch!**

For an informal chat about the role, contact our Group Chief Executive  
**Michelle Hill**  
[michellehill@talklistenchange.org.uk](mailto:michellehill@talklistenchange.org.uk)



part of the **TLC** group