

# **Job Description**

## **Head of Finance & Operations**

### **Main duties**

#### **1. Organisational development & management**

- Contribute commercial awareness and financial rigour to support successful organisational management, fundraising and the highest levels of relationship management
- As part of the senior leadership team, contribute to effective organisational leadership including supporting business planning and reporting.
- Review and improve organisational systems to ensure they support the effective delivery of the charity's objectives and business plan.
- Ensure that staff are well-supported to work effectively, including those based in our offices in London and Edinburgh, and those working remotely.
- Manage relationships with external consultants and suppliers, to ensure effective delivery of the strategy and business plans.
- Oversee legal compliance to minimise organisational risk.
- Effectively line manage any finance and office management staff.

#### **2. Financial management**

- Oversee all financial processes, reviewing and developing policies, procedures and systems to ensure sound financial management and control.
- Prepare annual accounts and manage the annual audit.
- Prepare an annual budget and monthly management accounts.
- Oversee effective financial record keeping and reporting, including to the board, directors and individual budget holders.
- Support organisational fundraising, including developing budgets and providing financial reports for our funders and supporters.

#### **3. IT and systems**

- Lead on the development of an organizational digital strategy to support the charity's strategic objectives and priorities.
- Manage, review and develop internal and/or external IT support to support effective and efficient working, for both office based and remote staff

- Oversee the procurement, management and maintenance of IT hardware and software
- Lead on the implementation and ongoing development and use of the CRM system, with a focus on how it is used to support managing great relationships with our supporters and collaborators.

#### **4. HR**

- Be responsible for the relationship with external HR advisors.
- Ensure all existing policies and procedures are reviewed regularly with the HR advisors and that appropriate processes are implemented across the charity.
- Oversee the development and implementation of systems for recruitment, performance management and managing employee records.
- With support from external HR advisors, ensure compliance with all laws relating to employment.
- Help Mentor develop and implement a culture of learning and development for staff and volunteers.

#### **5. Legal and contractual**

- Liaise with pro-bono legal advisors and law firms who provide legal advice as and when appropriate.
- Manage contracts including filing and renewal processes.
- Act as the key contact point for all matters relating to GDPR.

#### **6. Governance support**

- Support the CEO in all matters relating to the governance of the charity, including
  - Meetings of the Finance and Risk Committee and Board
  - Managing the risk register
  - Reporting against KPIs
  - Maintaining the policy log
  - Matters relating to the Charity Commission

#### **7. General**

This job description is not an exhaustive list of duties and duties will vary from time to time in the light of changing demands and priorities.

# **Person Specification**

## **Head of Finance & Operations**

### **Essential**

#### **Qualifications**

- Qualified accountant (ideally an ACA or CIMA qualification)

#### **Experience**

- Experience of contributing financial and commercial expertise to support income fundraising, with clear evidence of success.
- Relevant senior level experience in financial and operational management.
- Experience of working with accounting systems to produce high quality and timely management accounts across a range of programmes and income streams.
- Proven experience in driving continuous improvement in relation to finance, HR, and IT systems.
- Experience in working across teams to provide financial support and advice where needed.
- Experience in successful cross-organisational project management that has driven change and improvement
- Experience of managing staff and external consultants

#### **Skills and abilities**

- Proven ability to think strategically and lead on organisational improvement projects.
- Ability to demonstrate a positive approach and champion organisational change.
- Ability to implement and improve financial management systems.
- Ability to provide excellent proactive management of IT services.
- Excellent communication skills with an ability to communicate and translate complex financial matters to non-financial staff and stakeholders

- Ability to work collaboratively with Trustees, colleagues and external advisers, including remote teams.

### **Knowledge and understanding**

- Understanding and experience of strategic risk management, finance audit and internal controls. Clear understanding of Charity Fund accounting, SORP,
- The Charities Act and accepted accounting principles, tax, National Insurance and pensions legislation.
- Sound knowledge of regulation and legislation affecting charities, including GDPR

### **General attributes**

- Commitment to professional development, seizing opportunities to learn new skills in a developing role.
- Enthusiasm for working collaboratively in a small, fast-paced and developing charity, with the positive and approachable attitude, tenacity and innovative problem solving this requires.
- Passionate advocate of the vision, mission and values of Mentor.
- A demonstrable commitment to equality.
- Permission to work in the UK

### **Additional desirable skills/experience**

- Experience of overseeing and developing a finance and operations function in a small, growing organisation, including supporting remote working.
- Experience of using Sage
- Experience of leading the successful implementation of a CRM system, particularly Salesforce.