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| Age UK East Sussex Logo CMYK UC.jpg |  |  |  |

**JOB DESCRIPTION**

**JOB TITLE: Finance and Infrastructure Director**

**LOCATION: Eastbourne office and other East Sussex office locations as required.**

**RESPONSIBLE TO: Chief Executive**

**HOURS: 35 hours per week**

**Directly Responsible**

**For:**  Finance;

Premises, Health and Safety;

ICT and Central Administration;

Quality Management;

Risk Management and Business Continuity.

Line management of:

* Finance Officer
* Finance Assistant
* Facilities Manager
* Central Services Office Administrator

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**1. Purpose of the post**

1. To take a strategic and customer-focussed approach to effectively managing and developing the Finance, Administration and Business Support infrastructure of Age UK East Sussex to ensure the organisation meets its aims and objectives.
2. To lead, and work closely with the Chief Executive and Directorate Team (both strategically and operationally), to ensure internal business systems and customer services culture supports the achievement of the Charity’s aims and objectives.
3. To develop and ensure delivery of clear standards/service level agreements for internal customers (i.e. managers, staff, volunteers and trustees).
4. Work with the Chief Executive and Directorate Team in the management of change and the development of new business opportunities.
5. To lead on the management of quality standards, systems and processes and to promote awareness of quality across the organisation.
6. To lead and work closely with the Chief Executive in the management of risk.
7. To be a proactive/active associate member of the Directorate Team contributing to the strategic direction and management of the charity, and taking corporate responsibility.
8. To lead the Finance and Infrastructure Team and provide line management to staff in line with agreed policy.
9. To act as the key point of contact between Age UK East Sussex and Age UK in respect of Partner Information Returns and other responsibilities under the Brand Partnership Agreement as agreed.
10. To work closely with the Chief Executive (and Board members where appropriate) to ensure effective Governance of the organisation in particular by leading on ensuring meetings are planned and serviced, and that a register of interests and decisions are maintained.
11. To ensure effective servicing of the Directorate team and Management team meetings.
12. To deputise for the Chief Executive as appropriate.

**2. Duties and Responsibilities**

**Finance:**

1. To lead the management of the charity’s and its trading company’s finances and the budget setting /monitoring process to ensure continued financial viability.
2. To work closely with the Chief Executive and Directorate in the development and delivery of an agreed financial strategy, and in ensuring compliance to relevant legislation.
3. Ensure adherence to the financial policies and procedures of Age UK East Sussex in managing and monitoring the finances of the organisation.
4. To ensure financial monitoring systems reflect the management information required to fulfil the changing needs of the organisation e.g. to provide effective financial monitoring information to funders, calculating reserves requirements, and to enable the development of unit costs for services.
5. To undertake Full Cost Recovery analysis, cost apportionment etc., and lead the process for setting and monitoring budgets for the organisation to ensure continuing financial viability.
6. To lead the management of VAT, and advise the Chief Executive, Directorate Team and Management Team regarding VAT and processes as appropriate.
7. With the Chief Executive and Directorate team contribute to the tendering, commissioning and the selling of services through the provision of development of financial/budgetary information, demonstrating value for money and supporting pricing setting as appropriate.

1. Support the Services Director in their lead role in the management of contracts for services through the proactive liaison regarding invoicing and payments, budget management and financial reporting etc., and through ensuring compliance with non-service delivery contractual obligations.
2. Support the Services Director and Head of Retail and Trading in their lead roles in maximising income and impact from social enterprise services through proactive liaison with customer bookings; invoicing, payments etc.

1. Ensure the delivery of effective support and training to managers with devolved budget responsibilities to enable their effective involvement in budget management (setting, management, monitoring and reporting) according to agreed policy and procedures.
2. Ensure all bank accounts are reconciled in line with agreed timescales and sign off this process. Liaise with the bank and operate a treasury function ensuring funds are placed in interest bearing accounts whenever possible.
3. To lead the development and maintenance of effective and efficient infrastructure and processes for the receiving of payments for services, donations etc. and be responsible for keeping records of gift aid, and ensure the recovery of money from H M Revenue and Customs and acknowledge same.
4. To ensure that the Trial Balance is fully reconciled, by agreed timescales each month.
5. To lead the maintenance and development of effective and efficient infrastructure and process for the receiving of payments for services, donations etc. (e.g. PayPal, Just Giving etc.).
6. To be responsible for ensuring the processing and keeping record of Gift Aid and, working with relevant Directors, the recovery of money from H M Revenue and Customs received and acknowledge same.
7. To ensure proper bookkeeping of all transactions, and keep accounts and prepare annual accounts for audit, liaising with the auditor as necessary.
8. To ensure the proper recording, payment and calculation of salaries and the calculation of deductions through the PAYE system and make timely returns to H M Revenue and Customs under Real Time Information (RTI).and compliance with all H M Revenue and Customs legislation.
9. To ensure proper operation of systems for payment of invoices, expenses and petty cash transactions.
10. To lead the development of, and adherence to, timely and accurate annual financial reporting timescales and ensure Directorate and Board approval.
11. To ensure the delivery of accurate, effective and timely financial reports to the charity and trading Company Boards, the Chief Executive, Directorate Team, funders and other management or staff as required.
12. To service and attend meetings of the Finance Sub-committee.
13. To ensure the effective servicing of Board meetings.
14. To make the Annual Return to the Charity Commission and Companies House in liaison with Chief Executive.
15. To ensure the proper recording, payment and calculation of pension contributions through the payroll system and make timely returns to the appropriate authorities and compliance with relevant legislation
16. To ensure the completion and submission of the charity’s and trading company’s corporation tax returns to H M Revenue and Customs
17. To ensure appropriate cost efficiencies and cost reduction plans are identified and implemented across the organisation as agreed with the Chief Executive and Directorate as appropriate

**Premises, Health and Safety, ICT and Administration:**

1. To ensure that all premises used by the organisation in the delivery of its activities meet the needs of the organisation, are safe and secure, and that all health and safety procedures and legal obligations are fulfilled.
2. To lead on Health and Safety at Work, and ensure effective policy and procedures are maintained in line with current legislation, developed and implemented.
3. To lead the co-ordination of Health and Safety and promote awareness of Health and Safety across the organisation.
4. To lead in promoting environmental and sustainability issues throughout the organisation.
5. To be responsible for ensuring that Age UK has relevant contracts and agreements in place for all suppliers, hirers and subcontracts (including all premises) and that these are reviewed on a regular basis.
6. To lead the strategic management and development of premises (including the configuration of office space, project-managing office moves etc.).
7. To ensure effective office management and ensure business support to the Faraday House reception function as appropriate.
8. To ensure an effective, robust and secure ICT infrastructure is in place, maintained and developed to meet the needs of the organisation.
9. To ensure that there are effective, safe and secure systems for the storage, handling and management of information (including lead responsibility for the management and development of organisational databases).
10. To ensure the maintenance of the shared/network directory content, staff manual and other office administrative procedures to ensure accessible, secure, accurate and timely information and resources.
11. To ensure that appropriate insurance policies are in place to cover all aspects of Age UK East Sussex’s activities (including ensuring all contractual obligations are covered).
12. To ensure that robust, up-to-date agreements are in place with all sub-contractors including transport providers.

**Quality Management:**

1. To ensure quality management and continual improvement processes are embedded and actively implemented in relation to existing service delivery and development.
2. To ensure effective internal auditing of quality management in line with the agreed ISO9001 quality management system.
3. To chair a quarterly quality management meeting.
4. To lead for Age UK East Sussex in the annual external quality audit process, ensuring successful retention of ISO9001, Age UK quality mark and other agreed quality marks.
5. To ensure that all template (standard) documents are kept up-to-date at all times and logged on the template document schedule (according to the template document procedure).
6. To lead on the control and development of organisational policy and procedures. Ensuring all organisational policies and procedures are up-to-date and comply with current legislation and contracts, and are implemented across the organisation.
7. To ensure that regular customer satisfaction surveys, for all activities are conducted across the organisation and that these are presented at the quarterly quality review meetings.
8. To ensure that all external complaints are logged and acted upon according to the complaints procedure.
9. To ensure that all non-conformance of services and activities (i.e. where the service/activity does not meet the standards expected), are logged together with preventative action.
10. To ensure that where appropriate external benchmarks are identified and used in the appraisal of quality.

**Other:**

1. To work within the policies, procedures and quality frameworks adopted by Age UK East Sussex with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements.
2. To undertake relevant training as required by the organisation and agreed with your line manager.
3. To be an Ambassador for the Charity, positively promoting the organisation and its services at all times.
4. To undertake other such responsibilities and duties as may be reasonably required by your line manager within the level and grading of the post and to work flexibly as required.

Age UK East Sussex reserves the right to review this job description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.



**PERSON SPECIFICATION**

|  | **Requirements:** | **Essential/**  **Desirable:** |
| --- | --- | --- |
| **Education/ Qualification** | Minimum degree level or equivalent qualification. | E |
| Relevant Managerial Qualifications (e.g. CMI, ILM). | D |
| A professional accountancy qualification from a recognised awarding body. | D |
| **Experience/ Knowledge**  **Experience/ Knowledge** | Excellent knowledge and experience of managing finances in a complex organisation. | E |
| Sound knowledge and experience of using computerised accounting systems i.e. QuickBooks and SAGE. | E |
| Excellent knowledge of bookkeeping, budgeting and PAYE. | E |
| An understanding of managing VAT issues in relation to charitable services and activities. | E |
| Knowledge and experience of Risk Management and Business Continuity Planning. | E |
| Demonstrable experience of working at a senior management level including managing across a range of functions/disciplines. | E |
| Proven ability and experience of effectively managing change within an organisation. | E |
| Experience of developing and improving systems and processes through a consultative approach. | E |
| Experience of managing premises, administrative and ICT functions. | E |
| Experience of working with staff and managing a team. | E |
| Sound working knowledge of Microsoft Office (Word, Excel, PowerPoint). | E |
| Experience of working in an internal customer service context. | D |
| Experience of undertaking Full Cost Recovery analysis. | D |
| Knowledge of Health and Safety, employment law and charity law. | D |
| Knowledge of Charity law and SORP requirements. | D |
| Experience of working in a voluntary organisation | D |
| **Skills and Abilities** | Excellent ICT and administrative skills. | E |
| An ability to think and operate effectively and efficiently at both a strategic and operational level. | E |
| Excellent inter-personal and communication skills, including the ability to present clearly and concisely. | E |
| Excellent report writing skills. | E |
| Proven ability to work on own initiative, to manage own workload, prioritise competing demands and work to deadlines. | E |
| Ability to lead, inspire and motivate others to meet organisational objectives. | E |
| **Other** | Understanding of the implications of working within a charity and a voluntary organisation. | E |
| Demonstrable commitment and understanding of equal opportunities. | E |
| An understanding of safeguarding and its importance. | E |
| Full driving licence. | D |
| Willingness and ability to work and travel throughout East Sussex in order to meet the travelling requirements of the role. | E |
| Willingness and ability to work unsocial hours on occasion. | E |
| Willingness and ability to respond to emergency situations, and work as part of a directorate-level on call system. | E |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the Charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.

**Employee Name............................................................................................................................**

**Signature......................................................................................................................................**

**Date..............................................................................................................................................**