

**Carers
First**



**Candidate Pack
Head of Finance**

Welcome

Thank you for your interest in working for Carers First as our next Head of Finance.

This is a new senior post within our structure and is a key role to support us to grow and manage an increasingly diverse funding base. For the right candidate this is an exciting opportunity to shape, develop and enhance our finance function.

You will be joining a charity that has a new ambitious three year strategy to grow our reach, support and impact for carers, working in collaboration and partnership with a range of statutory, voluntary and commercial organisations.

To be successful in this role you will need:

- To be a fully qualified Accountant.
- Experience managing a finance function with a budget in the region of £5m a year, producing management accounts, cash flow forecasts and financial dashboards/reports.
- Knowledge of charity governance, including reporting standards, UK SORP and preparation of statutory accounts.
- Able to conduct financial scenario planning and cost analysis that proactively contributes to strategic and operational planning and improvements.
- Ability to inspire, motivate and support a staff team and work collaboratively with internal colleagues and external stakeholders.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor
Chief Executive



About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £184 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



Our values

We are:

Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
 - Reach out to all sections of the community.
 - Provide a working environment in which everyone feels valued, respected and able to contribute.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

Our strategy 2024-2027

Our three year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact for carers.

Strategic Objectives

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
3. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our support and services are designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs.



We offer a range of support options for carers to access in ways that work best for them:

- **Face-to-Face Support:** Available both one-to-one and in group settings, providing personalised and community-based assistance.
- **Online Support:** Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.
- **Dedicated Helpline:** A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
- **Extensive Online Resources:** Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
- **Collaborative Partnerships:** Working with organisations and communities to provide a seamless network of support tailored to carers' needs.

Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

In numbers

- 96% of carers felt more resilient in their caring role after our support.
- 95% of carers felt listened to and that their own needs were taken into account through our interventions.
- 93% of carers felt more confident and informed in their caring role after our support.





Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

The role

Job Title:	Head of Finance
Salary range:	£60k-£65k
Contract:	Permanent
Hours:	37 hours per week
Location:	Hybrid working – one day per week at our Head Office in Strood

Job Description

Job title: Head of Finance

Reports to: Chief Executive

Purpose of the role: To support the Chief Executive and the wider Management Team to deliver Carers First's Strategic Objectives, ensuring robust, effective financial systems and management, financial analysis/scenario modelling and supportive leadership of the Finance Team.

Job Overview

The Head of Finance will be accountable for:

- Financial strategy and planning
- Financial management
- Management of resources and key suppliers
- Motivational leadership, collaboration and promotion of the values of Carers First.

Responsibilities and Duties

1. Financial strategy and planning

- Develop and implement the charity's financial and reserves strategies.
- Provide financial insights to the Chief Executive/Senior Leadership Team to inform decision making and resource allocation.
- Ensure financial planning, policies, processes and decision making reflect Carers First's commitment to Equality, Diversity and Inclusion.
- Produce the annual budget, working with the Chief Executive, and ensure alignment with the Carers First Strategic Objectives.
- Monitor and forecast financial performance, identifying and managing risks and opportunities.
- Conduct an annual review of the finance function and drive continuous improvements to financial policies, systems and procedures.

2. Financial Management

- Manage the day to day finance activities of the charity and ensure compliance with all legal, statutory, Charity Commission, HMRC, Companies House requirements, good practice and Carers First policies and processes.
- Manage and oversee all financial transactions, including accounts payable and receivable, payroll, banking, VAT, Gift Aid etc.
- Prepare accurate and timely monthly management accounts, cash flow reports, financial dashboard and supporting narrative.
- Consult with the Investment Advisers, to support Trustees with the management of the investment portfolio.
- Manage the preparation of year end statutory accounts and support the work of the external Auditors.
- Maintain and update financial systems, ensuring robust controls are in place.
- Produce budgets to support new initiatives and bids and subsequent financial reporting/meetings.
- Provide timely financial reports for all contracts and grants, working closely with colleagues across the charity and commissioners/funders.

- Undertake financial analysis of key areas of the charity's work, providing data, insights and recommendations for improvement.
- Produce financial models, identifying areas of opportunity and risk to improve the efficiency of service delivery and the operating model.
- Ensure financial risks are flagged in a timely manner and that action is taken to resolve these.
- Present financial reports to the Chief Executive and Trustees and implement the actions agreed.

3. Management of resources and key suppliers

- Actively manage contracts with key charity suppliers to review performance, identify opportunities, drive improvements and ensure value for money. These include, but are not limited to, the suppliers of IT, payroll, insurance, pensions, premises and equipment.
- Manage asset log and distribution of equipment to staff across the charity.

4. Motivational leadership, collaboration and promotion of the values of Carers First

- Provide motivational, supportive and inclusive leadership to the Finance Team, ensuring that the team has a clear programme of work and is operating efficiently; collaborates and communicates with colleagues across the charity and actively seeks innovations.
- Act as a financial adviser to the Chief Executive/Senior Leadership Team and Trustees on all matters.
- Work closely with fundraising and other colleagues to align financial plans with organisational objectives.
- Works with managers across the charity to build financial literacy, to manage their budgets, understand the management accounts and financials to contract performance and income generation.
- Ensure that all finance activities demonstrate the values and culture of Carers First.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

Person Specification

Qualifications

- Fully qualified Accountant (e.g. ACCA, ACA, CIMA, CIPFA) or equivalent financial experience.

Experience

- Managing a finance function with a budget in the region of £5m a year, producing financial plans, management accounts, cash flow forecasts and financial dashboards/reports.
- Developing and managing financial policies, systems, processes and controls.
- Undertaking financial data analysis, distilling key information and insight and making recommendations to senior managers and/or Trustees.
- Managing contracts and performance with external suppliers, such as IT, payroll, insurance, pensions, premises and equipment.

Knowledge and Skills

- Knowledge of charity governance, including UK charity accounting standards (SORP) and preparation of statutory accounts.
- Excellent IT literacy, in particular Microsoft Excel and financial software (e.g. Sage); and ability to use technology to improve financial systems, reporting and driving efficiency.
- Able to conduct financial scenario planning and cost analysis that proactively contributes to strategic and operational planning and improvements.
- Ability to present written and verbal communications to senior managers, Trustees and non-finance colleagues on financial issues in a concise, inclusive and straightforward manner.

Personal Qualities

- Ability to inspire, motivate and support a staff team and collaborate with internal colleagues and external stakeholders.
- Ability to be tenacious, pro-active, self-motivated and possess excellent attention to detail.
- Demonstrate an understanding of, and commitment to, Carers First Strategy, Organisational Values, equality, diversity and inclusion.
- Demonstrate a high level of professional credibility, integrity and emotional resilience.

Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact the Executive Assistant, nicola.james@carersfirst.org.uk, and Nicola will be happy to organise a call with the Chief Executive.

Interview process

All successfully shortlisted candidates will be invited to two meetings:

Stage 1: An informal online meeting to discuss their application.

Stage 2: A face-to-face meeting with an interview panel. You will be required to do a presentation, and details will be provided in advance.

Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.

Office:

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