

Job description

Title: Director of Finance & Operations
Organisation: Bliss, the premature and sick baby charity
Location: Hybrid (minimum 2 days/week in Bliss Head Office, London SE1)
Salary: £75,000 FTE
Terms: 28-35 hours a week, Permanent role

Role description

Main purpose of the role

This is a fantastic opportunity to make a real difference at Bliss: we are about to start the process of developing plans for our next strategic period, which will build on our achievements to date in making the biggest difference possible for babies born premature or sick across the UK. In order to do so, it is vital that we have robust financial oversight, systems and processes to ensure that we are operating efficiently and effectively across the organisation. The Director of Finance & Operations is instrumental in delivering this, and also plays a critical role in the Senior Management Team (SMT) to deliver our whole strategy across Bliss.

The successful candidate will lead all aspects of Bliss' financial management, including our strategic approach to financial and business planning as well as supporting effective delivery of our day-to-day financial systems and processes. They will also have overall responsibility for Bliss' core organisational support functions of HR, IT, and facilities. They will have significant experience in finance roles, with knowledge and experience of charity finance, and ideally experience in at least some of the operational support functions; and will enjoy working collaboratively across an organisation to drive business planning and performance.

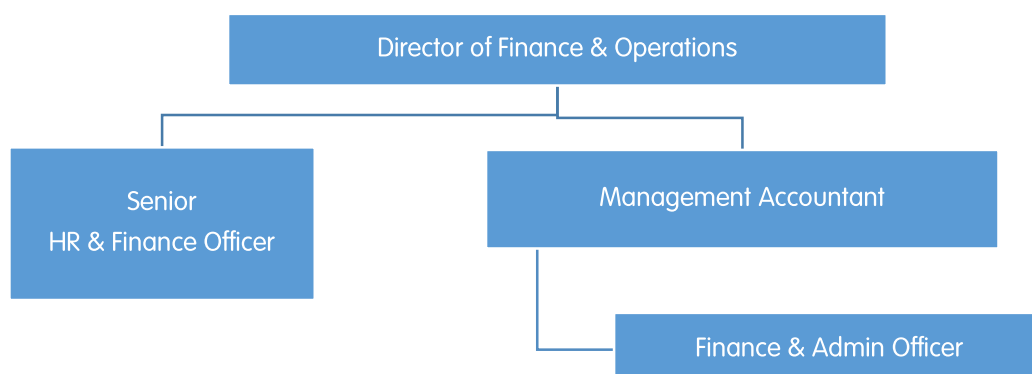
About the team and department

The Finance & Operations Department comprises finance, HR, IT and facilities; although as we are situated in a beautiful serviced office in the Union Street Health Hub building (owned and managed by the Royal College of Obstetricians & Gynaecologists (RCOG), and sitting alongside many of our peer charities), the facilities management required is minimal. The Department also incorporates outsourced IT support and external specialist HR advice.

As a small organisation we have a fairly lean back-office function, so we are looking for a skilled and high-performing candidate who is able and willing to get stuck into the hands-on detail as well as oversee the more high-level and strategic aspects of the role.

Reporting structure

This role reports to the Chief Executive; and the structure of the Department is as below:



Key responsibilities

Strategic

- To support the development, effective implementation and monitoring of organisational strategy and business plans
- To develop and lead the organisation's business planning and budget processes
- To lead and service the Finance, Risk and Fundraising Sub-Committee of the Board, working closely with the Treasurer to enable effective scrutiny of the charity by Trustees; and to contribute to, and participate in, all Board meetings and sub-committees
- To act as an enabler, critical friend and constructive challenge within the SMT and to managers and budget holders, leading effective business partnering to drive optimal decision-making.

Finance

- To ensure excellent financial management is in place with effective procedures, processes, and controls to effectively manage risk, embed best practice and to meet regulatory requirements, and to be accountable for all financial processes of Bliss, Bliss Scotland and our trading subsidiary Bliss Sales
- To provide high quality and timely management information to budget holders, SMT and Trustees so that financial and strategic planning is based on sound information and forecasts
- To provide technical support and advice to budget holders to develop strong financial management practices across the organisation, to ensure Bliss has the required resources to deliver against its operational objectives
- To work closely with the Director of Fundraising, the Director of Services and other managers to develop tenders and funding bids, ensuring that appropriate budgets are constructed, financial implications are understood, and VAT rules are applied correctly.

Operations

- To oversee the delivery and maintenance of high-quality information technology infrastructure for the organisation, ensuring that Bliss makes the best use of IT to support agile and flexible working and maximise operational efficiency
- To oversee the provision of effective HR management across the organisation, ensuring the delivery of high-quality support and advice to Bliss' staff and supporting organisational performance in line with our values; as well as ensuring Bliss is compliant with employment legislation
- To oversee the delivery of high quality facilities support for Bliss' main London office, liaising with the buildings team at the RCOG, and also for agile working and staff working remotely, ensuring Bliss provides a positive working environment and is compliant with health and safety legislation
- To review the legal and contractual arrangements made across all Bliss directorates, utilising expertise from our pro-bono lawyers when appropriate
- To champion value for money across the whole charity and make sure contractual arrangements and leases are appropriate.

Organisational

- To provide great leadership and line management for the Finance and Operations Directorate, driving quality and performance and providing support and development for team members
- To establish and maintain effective working relationships both inside and outside the charity, particularly with our auditors, bank, the Charity Commission, the Office of the Scottish Charity Regulator, and Companies House, so that Bliss is always perceived as a professional, efficient and ethical organisation
- To undertake the role of Company Secretary, ensuring Bliss is compliant with statutory and regulatory requirements.

Any other duties as may be reasonably requested by the Chief Executive.

Person Specification

Knowledge

- CCAB qualified (or equivalent)
- Knowledge and understanding of the financial and governance aspects of a charity, particularly the application of Charity SORP
- Knowledge of employment and health and safety legislation
- Strong understanding of business functions including HR, contract management, IT systems, and office and administrative processes
- Knowledge and understanding of small business operations, and of the challenges and pressures faced by a modern charity.

Skills and Experience

- Significant accountancy experience, ideally within the charity or not-for-profit sector
- Experience of working at a senior level and able to see the bigger picture in order to shape and support long-term financial and strategic planning and decision-making
- Confidence and proven experience of working effectively with IT, particularly MS Excel, accountancy software and databases, to automate and streamline financial processes and improve efficiency
- Proven experience of working collaboratively with others, including as part of a leadership team as well as business partnering with budget holders and providing accessible support to others in specialist technical areas
- Strong management experience with the ability to motivate teams and coach individuals
- Excellent written and verbal communication skills, and ability to translate complex financial information into accessible and understandable language for non-finance professionals including staff and trustees
- The ability to advocate positively and credibly for Bliss, influencing others, and nourishing existing relationships that can support the achievement of Bliss's objectives.

Qualities

- Ambition, a high degree of professionalism and integrity, and a commitment to achieve outstanding results
- High degree of accuracy and attention to detail
- Ability to work effectively both individually and as part of a leadership team
- Good organisational and time management skills, with experience of working to tight deadlines and budgets
- Willingness and ability to respond to changing workloads at short notice and manage conflicting priorities and deadlines.

Special conditions

- Able to demonstrate commitment to the aims and objectives of Bliss
- Willingness to work outside office hours and weekends on occasions
- Willingness to undertake further training as and when required

Health and Safety and codes of conduct

- To carry out all work in accordance with Bliss' health and safety policy
- To adhere to Bliss' Equity, Diversity and Inclusion Policy at all times
- To adhere to Bliss' financial monitoring processes
- To ensure compliance with GDPR and Bliss' Data Protection Policy

About Bliss

Bliss is the UK charity for babies born premature or sick. Our vision is that every baby born premature or sick in the UK has the best chance of survival and quality of life.

We champion the rights of every baby born premature or sick to receive the best care. We achieve this by empowering families, influencing policy and practice, and enabling life changing research.

For more information about Bliss, visit bliss.org.uk

Why join us?

We are an equal opportunities employer and take pride in our collaborative and inclusive work culture. We understand that we all have different priorities at home and we therefore aim to offer a mix of financial and non-financial benefits. Our benefits include financial, health & wellbeing, lifestyle and career development options:

- 34 days paid holiday (pro rata for part-time employees) including bank holidays which can be taken whenever desired [26 days of holiday plus 8 days of bank holiday]
- Additional one-off week holiday granted as a 5 years' service award
- Generous contributory pension scheme
- Interest-free, tax-efficient season ticket and cycle loans
- Enhanced company sick pay
- Enhanced family leave pay (after minimum service)
- Neonatal leave and pay
- Paid time off for volunteering
- Paid Emergency and Dependents leave.

We have a **relaxed** work-life and dress code, offer free access to an **employee assistance programme** and ensure a genuine focus on ongoing **learning and development** for all staff, with dedicated L&D time and paid leave for personal L&D activities. Our staff are friendly and kind, and enjoy **social activities** together in and outside of working hours.

We also recognise and promote the value of flexible working at all levels within the organisation; we operate an agile working policy and have a minimum requirement of 2 days working in the office for all staff, and are open to different types of flexibility (such as annualised or compressed hours).

Bliss recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage job applications from people of all backgrounds, including applications from

Black, Asian and Ethnic Minority communities, people who identify as having a disability, and LGB+, Trans and non-binary candidates.

We're a vibrant organisation, dedicated to the cause but also to supporting each other and learning as we work. If you don't meet all the requirements but feel that you have transferrable skills, please do apply and use your application to illustrate this.