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JOB APPLICATION PACK

**Finance and Resources Manager
(FIN001)**

May 2024

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**NEW
HORIZON
YOUTH
CENTRE**

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Dear applicant,

Life is not linear. Nobody knows that better than the young people who come to New Horizon Youth Centre. While the thousands of stories they tell us every year are as different as they can be, one thing unites them: their current experiences of homelessness do not define them or where they will end up. Indeed, as one of the young members of our Women's Space told us, sometimes you have got to go through the darkness to get to the light.

During the last few years COVID, cost-of-living and housing crises have created challenges for us all, but young people have felt it particularly acutely. Youth homelessness is currently at unprecedented levels. In 2023, over 20,000 young people in London approached their council because they were, or were about to be, homeless.

To meet these rising levels of need, we are expanding our staff team, services and partnerships. By joining us, you will be part of ensuring New Horizon consistently and powerfully does what it does best: championing young people, collaborating for impact and being determined to find a way to holistically support every young person that comes through our doors.

Whilst making sure that basic needs are met and young people are safe, housed and able to focus on their future, it is also critical that we guarantee that young people, especially those experiencing homelessness who have been systemically denied a voice, are present in the creation of systems that will change and impact their lives for the better.

We are not afraid of being bold and thinking big in response to today's challenges; it requires us to grow our staff team, our collaborations, our funding and our campaigning to end youth homelessness. Staff wellbeing is a crucial part to this journey, along with ensuring that young people are with us every step of the way.

We know that far too many young people find themselves unhoused, unsupported and unsafe. Now is the time to right this wrong and ensure that every young Londoners' potential has a home.

We hope that you'll join us.

A handwritten signature in black ink, appearing to read 'P. Kerry', with a long horizontal stroke extending to the right and a large loop at the end.

Phil Kerry, Chief Executive

OUR STORY

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 60 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”

For more info about our impact, [please take a look at our latest impact report.](#)



COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class – and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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OUR WORK IS GUIDED BY THREE VALUES:

We **champion** young people



We **collaborate** for impact



We are **determined** to find a way



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HORIZON
YOUTH
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STRATEGIC OBJECTIVES:

Through 2022 – 2025 New Horizon Youth Centre will focus on:

1. Delivering high quality, trauma-informed services for any young person that needs our support

- **Refocusing our services around four key outcomes areas** (Housing, Safety, Life-skills, and Health) to help us specialise further and grow our impact.
- **Redefining the welcomes into our services** so that we can build trust and ensure young people get the support they want and move on.
- Creating a **brand-new health offer and optimising the scale of our housing offer** to address these continued areas of significant need.

2. Working with and through others to optimise our offer and maximise our impact.

- Continuing to **invest in the London Youth Gateway youth homelessness partnership**, scaling its reach and finding more ways to collaborate.
- **Revitalising our centre as a hub** that provides both drop-in and specialist services via our team and a network of committed partners that share our values.
- More deliberately **sharing best practice with partners and statutory agencies** so that more professionals are equipped with the skills and knowledge to help.

3. Saying what others won't say and do what other won't do to ensure that no single young person misses out, even the young people we will never meet.

- **Prioritising services where needs exist without solutions**, working with others to innovate and bring these issues to public attention.
- **Redoubling our policy work and building our evidence** to put 'grit in the system' and ensure that the issues affecting young people are understood and acted upon.
- Working with young people to **reframe the narrative around youth homelessness**, ensuring that they have the right platform to campaign for change.

And importantly will continue to focus on:

4. Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success

- **Making good on our commitment to be anti-racist**, embedding diversity across our work and practice.
- **Renewing our staff care and investing in our technology and facilities** so that the team have the practical and emotional support they need to thrive.
- **Setting ambitious goals for our fundraising** so that we have the resources and financial security to be ruthless in the pursuit of our mission.

NH YC

*“New Horizon.
It might not be your home.
They might not be your parents.
They might not be your family.
But they want you to win in this
world.”*

Najma, 21



NEW HORIZON YOUTH CENTRE

JOB DESCRIPTION – Finance and Resources Manager

Reporting to: Head of Finance and Resources

Role Overview:

Over the last few years, New Horizon has been steadily growing in response to increased demand for our services. Our ambitious plans for 2024/25 include expanding our service offer and securing an additional site locally that will add much needed space for young people’s activities and office space. To enable us to achieve our plans in line with the organisation’s mission, we are committed to growing and improving our frontline and back-office functions. The Finance and Resources Manager role will add capacity to our Administration Team, creating a new deputy manager role to support the delivery of our expansion plans support and relieve increased demand. This post holder will work closely with the Head of Finance and Resources by overseeing and further developing the administrative function of the organisation.

Role Objectives:

1. To support the Head of Finance and Resources in maintaining administrative and financial functions, including budget management and reporting, office systems, HR support and building maintenance.
2. To support the management and development of a team of administrators.
3. To work collaboratively and productively as part of the management team, promoting effective cross-team working, contributing to the overall objectives of NHYC.
4. To maintain and build a network of partnerships with relevant external stakeholders, including suppliers and contractors, to positively support service delivery.

MAIN TASKS AND RESPONSIBILITIES

Administrative Services:

To manage administrative services that will ensure the provision of high-quality services to young people accessing NHYC. This will include:

1. Supporting the Executive with governance management, including providing administrative support for Board meetings and liaising with trustees.
2. Inputting, extracting, and analysing information from the CRM and other accounting systems. Utilising computer software to produce correspondence and reports.

New Horizon Youth Centre

Finance and Resources Manager (FIN001)

Job Application Pack, May 2024



3. Maintaining administrative systems, records, and files. Arranging and assisting in regular archiving in line with GDPR policies.
4. Maintaining relevant contracts with NHYC IT and technology suppliers, including provision of equipment and support needed for staff teams.
5. Overseeing the system for purchasing equipment, furniture and stationery for the service.
6. Supporting Head of Finance and Resources in managing all insurance renewals, claims, responding to queries, and liaising with relevant stakeholders as necessary.
7. Continued use of feedback and showing commitment to a service that is sensitive and responsive to clients' needs.

Financial Services

To assist in the preparation of the organisation's budgets, monitoring income and expenditure and compiling financial analysis as instructed by the Head of Finance and Resources and the wider management team. This will include:

1. Assisting in preparation of annual budgets in liaison with the Head of Finance and Resources.
2. Preparing monthly expenditure analysis highlighting any variances to the agreed budget.
3. Ensuring accurate records and reconciliations of expenditure and income are maintained and all accounting analysis completed.
4. Assisting in the process of preparation financial records for review by NHYC's independent auditors.
5. Processing payroll and pensions. Liaising with the Head of Finance and Resources on any queries Ensuring deadlines are met and accurate records maintained.

Resources

To ensure the safe and effective delivery of NHYC services, including the physical day centre space and offices, and providing support in relation to the organisation's expansion plans, as well as recruitment and onboarding of staff. This will include:

1. Managing safe access to the day centre and addressing any issues identified through regular Health and Safety checks of the building.
2. Ensuring that regular maintenance checks are scheduled in, including electrical equipment and fire safety.
3. Responding in a timely manner to hazards reported by clients or staff, including in emergency situations.

4. Collaborating with the HR Advisor on recruitment and onboarding procedures, ensuring systems are accurate and GDPR compliant.

Staff Management

To work with the Head Finance and Resources to lead, supervise and develop team members, and to ensure that the team makes a full and positive contribution to the achievement of New Horizon Youth Centre's mission. This will include:

1. Participating in recruitment, selection, and induction of new staff.
2. Leading, managing, and motivating team members by means of:
 - Drawing up and conducting planned programmes of induction.
 - Setting and monitoring individual performance objectives and targets.
 - Holding regular, recorded supervisions, annual appraisals and team meetings.
 - Coaching and training and actively promoting a learning and development environment.
3. Managing the workload of the team and ensuring that adequate cover is provided.
4. Dealing with problems concerning staff conduct, performance and attendance in line with policies and procedures.

Sharing Best Practice

To proactively share best practice with internal and external stakeholders to maximise the impact of the work of NHYC. This will include:

1. Assisting in piloting new administration and resourcing systems that will benefit the services and reinforce best practice throughout the whole organisation.
2. Attending all management team meetings, participating constructively in team and cross teams operational planning.
3. Managing external partnerships and contracts with relevant suppliers and service providers.

Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

1. Reviewing and evaluating own performance to identify strengths and areas for development. Identifying own learning and development needs and opportunities.

2. Undertaking development and training opportunities and being responsible for obtaining maximum benefit through review, reflection and practice.

Other

To contribute positively and constructively to the development of the team, the service and NHYC. This will include:

1. Acting on behalf of the Head of Finance and Resources on day-to-day matters in their absence and contributing to the overall management of the administrative function as requested.
2. Covering for other members of the team as necessary.
3. Implementing NHYC's policies, procedures and performance expectations in all functions of the post.
4. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Director of Operations or Chief Executive.

PERSON SPECIFICATION

We are looking for an individual who can demonstrate the following competencies and wants to use these to the full in their work.

E: Essential

D: Desirable

QUALIFICATIONS, EXPERIENCE AND TRACK RECORD

1. Experience in an office, administration, or finance management role. (E)
2. Experience of managing people, including providing individual supervision, appraisals, team meetings, training, and performance management. (D)
3. Experience of utilising a range of IT systems for personal and collective work goals, including knowledge of databases, GDPR and cyber security. (E)
4. Experience and knowledge around safeguarding policy and procedures for children and vulnerable adults. (D)

KNOWLEDGE AND SKILLS

1. Knowledge and experience of managing financial processes and services, including budgets, monitoring expenditure and producing reports. (E)
2. A high level of knowledge of health and safety issues in a working environment. (E)
3. A working knowledge of and commitment to Equity, Diversity and Inclusion as it applies to a supportive service and in the workplace. (E)
4. Genuine interest in contributing to support services for young people who are unsafe or facing homelessness. (E)
5. Enthusiasm for evolving services and projects in response to demands placed on the organisation including a proactive attitude and a willingness to pilot new initiatives. (E)

ADDITIONAL REQUIREMENTS

1. Willingness and ability to work outside of normal hours on occasion (within New Horizon's flexible working hours arrangements). These include working over the Christmas period where required. (E)
2. Willingness to work flexibly in response to changing organisational requirements. (E)

ADDITIONAL INFORMATION

Contract:

The contract is ongoing subject to successful completion of a probationary period.

Location:

The post is based at New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR.

Hours of work:

The post holder will be required to work 35 hours per week, Monday-Friday. Some work over the Christmas period will be required.

Pay:

The starting salary for the role is £37,024 (pro rata). The salary scale is: AP32 (£37,024) to AP36 (£41,600).

Other benefits:

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date and time for applications	9am, Thursday 27th June 2024
Shortlisted candidates will be informed	Tuesday 2nd July 2024
Interviews	Monday 8th July 2024

If you wish to apply for this position, please supply the following in a **word document format**.

1. **A detailed CV** setting out your career history, education or qualifications, and other key responsibilities or achievements.
2. **A supporting statement** (up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the **Person Specification**. Please address the points in Person Specification only. Please note that the supporting statement is an important part of your application and will be assessed as part of your full application.
3. **Completed Additional Details Form** – [Please find here](#) or on the job advert on our website. Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

All documents should be emailed to recruitment@nhyouthcentre.org.uk, making sure to put the job reference: **FIN001**

If you would like to apply for more than one role, please make your preferred area(s) of work clear in your supporting statement.

Please ensure all application documents are provided in a **word document format**. This is to allow for the recruitment team to anonymise documents before sending to the shortlisting panel.

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at the email address listed above or call 0207 388 5560.

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***Giving potential a
home since 1967***

***nhyouthcentre.org.uk
@nhyouthcentre***

***Charity number: 276943
Company number: 01393561***

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