

Finance Officer

Job Description and Person Specification

Job title	Finance Officer
Hours	35 hours per week
Salary	Between £27,000 - £29,000, depending on skills and experience.
Location	Home based with travel to our London office for team and other meetings
Reports to	Director of Finance and Operations

National Voices

Making what matters to people matter in health and care

National Voices is the leading coalition of health and social care charities in England. We have around 200 members covering a diverse range of health conditions and communities, connecting us with the experiences of millions of people. We work together to strengthen the voice of people: patients, service users, carers, their families, and the voluntary organisations that work for them.

Our Vision:

People shaping their health and care.

Our Mission:

We advocate for more inclusive and person-centred health and care, shaped by the people who use and need it the most.

We do this by:

- Understanding and advocating for what matters to people especially those living with health conditions and groups who experience inequalities
- Finding common cause across communities and conditions by working with member charities and those they support
- Connecting and convening charities, decision makers and citizens to work together to change health and care for good.

The Role

The Finance Officer is responsible for delivering accurate, timely and robust financial administration to support the organisation's operations, governance, and long-term financial sustainability.

You will manage the day-to-day finance function, maintain financial controls, support budget monitoring, and ensure compliance with charity finance requirements.

Working closely with the Director of Finance and Operations, you will support financial planning, reporting and forecasting, while ensuring our financial systems, processes and documentation remain well-structured and up to date.

This role is ideal for someone with strong numeracy, attention to detail and a commitment to excellent financial stewardship.

Responsibilities

Financial Management

- Maintain accurate, up-to-date financial records and ledgers
- Prepare and process invoices, income logs and credit control
- Manage day-to-day banking including payment runs and bank reconciliations
- Process staff and volunteer expense claims in line with policy
- Support monthly management accounts preparation
- Assist with year-end accounts, audit preparation and financial statements
- Monitor grant income and expenditure, ensuring compliance with funder conditions
- Support cashflow monitoring and forecasting
- Support with contract key performance indicators
- Maintain financial policies, procedures and financial controls
- Liaise with suppliers, contractors and service providers regarding financial matters

Budgeting & Reporting

- Support the Director of Finance and Operations in preparing annual budgets
- Provide financial updates and reports for internal teams and project leads
- Track project and programme expenditure against budgets
- Produce financial reports for board papers and committees when required
- Assist with scenario modelling and organisational planning

Governance Support (Finance-Related)

- Provide administrative and financial information for the Audit & Risk Committee
- Maintain finance-related governance documentation and registers
- Support financial compliance including HMRC requirements and Companies House returns (where relevant)

Support with income generation

- Work with the Director of Evidence and Improvement to identify tender

- opportunities via a weekly funding monitor and framework applications
- Maintain and administer a cross-organisational income generation tracker.
- Diarise fundraising meetings, co-ordinate agendas and circulate actions after meetings.

Supporting our membership and partnership schemes

- Support with membership and partnership engagement, stewardship, renewals, invoicing, support and retention.
- Work with other members of the Membership Working Group to take a lead in the team on maintaining, updating and improving member and partner records on our CRM system (Hubspot) and Sharepoint, and support others to do the same.

Systems & Process Management

- Maintain finance systems (e.g., accounting software, payment systems)
- Support improvements to financial workflows and processes
- Ensure financial documents, contracts and records are stored securely and in line with policy
- Help troubleshoot financial system issues and support staff using them

Person Specification

Attitudes & Behaviours

- Highly organised with strong attention to detail
- Able to follow processes and maintain financial controls
- Strong communication skills and ability to work collaboratively in a small team
- Discreet and professional when dealing with confidential information
- Able to prioritise workload and work independently
- Commitment to National Voices' values, mission and ways of working

Essential Experience & Knowledge

- Experience in a finance, bookkeeping or financial administration role
- Demonstrably numerate and confident working with financial data
- Experience using accounting/financial systems (Xero would be an advantage)
- Proficient in Microsoft 365, especially Excel
- Understanding of financial controls and reconciliations

Desirable Experience & Knowledge

- Experience working in a charity or voluntary-sector finance role
- Knowledge of charity finance regulations, restricted/unrestricted funds, and reporting
- Experience supporting budget monitoring and preparing financial reports
- Familiarity with grant reporting and funder compliance
- Experience supporting audits or year-end accounts

Our approach to hybrid working

We recognise the importance of coming together regularly, in-person, as a team, so we can share learnings and spend social time with each other. We also recognise that people need flexibility, and that homeworking enables focused work and can fit well in people's lives.

We ask all staff to take part in pre-arranged team meetings which take place every six weeks in our office space. We also might ask you to meet in-person with members of your team from time to time, or to be available for face-to-face meetings with clients and partners where this enhances the work. We assume that this would usually not amount to more than one day per fortnight for people who work full time.

We are happy to discuss how this sits in your life. This can be agreed by your line manager.

Please note that [our offices](#) are fully wheelchair accessible and that we are committed to making our workplace fully inclusive.

Application guidance

Please submit a cover letter (max 800 words) along with a CV to apply. Applications should be addressed to our Director of Finance and Operations, Matthew Haslehurst and submitted through CharityJob.

Please specify any access or other requirements of which we need to be aware for the online interview.

The deadline for applications is **noon on 20th March 2026**.

The interviews will take place the week commencing **23rd March 2026** on Microsoft Teams.

Details of an interview task and interview questions will be emailed to you prior to the interview.

We are committed to diversifying our team in order to broaden the insight and experiences we can draw on, and to do our work more credibly. In particular, we would welcome applications from people from racial and ethnic minority backgrounds and men, who are both underrepresented in our team. Our offices are fully accessible and we are a Disability Confident and an LGBT+ friendly employer.