

JOB DESCRIPTION

POST:	Finance and Operations Manager- part time
Salary:	£ 38,700 per annum, plus 10% pension contributions
Reports to:	Director, Trustees, Finance Board of Trustees, and SMT
Term:	Part-time- 21-28 hours a week, permanent
Based at:	NWLLC's Office / Hybrid

ORGANISATION SUMMARY AND OBJECTIVES OF THE POST

NWLLC is a community-based legal practice and a registered charity. We comprise the Brent Community Law Centre and Camden Community Law Centre.

NWLLC now works across northwest London supporting residents to understand and enforce their legal rights. In doing so, we address the root causes of social injustice – poverty, family breakdown, unemployment and exploitation.

NWLLC provides full legal casework, representation and advice in the following areas of social welfare law – Housing, Immigration & Asylum and Welfare Rights. In 2024-25 we assisted over 3500 people. We represent clients in all courts and tribunals.

We provide outreach advice services in Brent and Camden including Camden Safety Net.

We also provide the housing duty solicitor schemes at Central London Country Court giving emergency representation in possession hearings for rent and owned homes and at the warrant stage for evictions.

Working at North West London Law Centres

North West London Law Centres has served the communities of northwest London for over 50 years. Today, we continue to meet the needs and address the disadvantages of around 6,000 clients per year. They include women fleeing domestic violence, people who are in a housing crisis, people with no income or recourse to public funds, those with complex benefits challenges, and people mistreated by unscrupulous employers. Joining the law centres is a chance to be a part of the law centres movement and to make a real impact with every case. We have a generous leave allowance of 27 days per calendar year, plus statutory holidays well as a range of discretionary leave to cover emergencies.

We offer opportunities for training and progression and support staff wellbeing through an employee assistance program. Our offices are centrally located close to transport hubs (Camden Town Underground/Camden Road Overground)

NORTH WEST LONDON LAW CENTRES

JOB DESCRIPTION

POST:	Finance and Operations Manager
Salary:	£38,700 per annum pro rata, plus 10% pension contributions
Reports to:	Director, Trustees, Finance Sub Committee, Board of Trustees, Senior Management Team
Term:	Part Time- 21-28 hours per week-Permanent
Based at:	NWLLC's Office/ Hybrid arrangements can be considered.

Key Tasks

Finance

1. Maintain our Quickbooks accounts system/ Clio Case Management System
2. Process payment requests, staff and volunteers expenses and invoices
3. Identify and follow up debtors
4. Monthly reconciliation and bookkeeping of all cards and accounts
5. Assist with preparation of monthly management, year-end accounts and audit process
6. Work with the Director for the takeover of the calculation and reporting of the taxes owed by the law centre
7. Work with the Director to take over the administration of the NWLLC payroll and pension
8. Responsible for liaison with external accountants and auditors

Legal Practice and Billing

1. Preparing information and submitting for all monthly reports to the Legal Aid Agency, including CWA (Legal Help) and Court Duty submissions
2. Work with the Director to take over the preparation of work in progress reports
3. Work with the Director to prepare and disseminate monthly billing reports
4. Work with the Supervising solicitor and the SMT to identify cases to push through the billing process.

Systems

1. Lead on the continued development of our legal aid case management system, Clio, including maintaining a functional understanding of all aspects of the system, keeping abreast of new developments and feeding back to staff.
2. Manage the administration of our case management system and other systems used by our staff team, including adding new users and reporting on data collected.
3. Lead on our paperless working processes.
4. Negotiate and manage our contracts with printing providers.
5. Maintain regular reviews of the systems we're using, assessing whether they are fit for purpose or not and whether there are alternative products which represent better value for money.
6. Researching, developing and implementing new systems where required.
7. To work with Director to maintain the Office Manual

Information Technology

1. Acting as centre lead for the purposes of our IT support contract with AspiraCloud.
2. Leading on new technology initiatives such as the implementation of Windows 11, with the support of AspiraCloud and Law Centres Network.
3. Maintaining oversight of the devices owned and maintained by the organisation.
4. Raising IT support tickets on behalf of all staff.
5. Purchasing new devices on behalf of the organisation, ensuring value for money at all times.
6. Completing the annual Cyber Security audit and return.
7. Maintain the organisation's IT plan and update it annually.

Archiving

1. Overseeing the organisation's archiving process and supervising staff and volunteers to send files to archive regularly.
2. Proactively managing our offsite archive so that files that have passed their destroy date are regularly destroyed.

Data Protection

1. Overall responsibility for the data protection obligations of the organisation.
2. Keeping abreast of changes and updates to Data Protection legislation.
3. Completing annual returns to the Information Commissioner's Office.
4. Feeding into the Lexcel audit in relation to Data Protection.
5. Delivering regular training to staff on Data Protection.
6. Participating in discussions and workshops facilitated by LCN in relation to information governance and Data Protection.

Strategic Management

1. Working with the SMT and the Board of Trustees to develop and implement the strategic plan for the organisation.
2. Participating in regular strategic planning meetings.

Other

1. To carry out other tasks as directed relevant to the post
2. To attend and participate in Board and Sub Committee meetings
3. To collaborate with the Director and SMT to foster a culture of openness and cooperation with staff, developing regular communication, exchange of information and ideas relating to the development and operation of the Law Centre.

PERSON SPECIFICATION

POST:	Finance and Operations Manager
Salary:	£38,700 per annum, plus 10% pension contributions
Reports to:	Director, Trustees, Finance Sub Committee, Board of Trustees, Billing Coordinator and Senior Management Team
Term:	Full-time, 35 hours a week, permanent
Based at:	NWLLC's Office/ hybrid

Essential Experience and Skills

1. Excellent IT skills with extensive experience working with Excel, Microsoft Office applications and computerised accounting packages
2. Experience in accurate book keeping and using Xero or similar packages
3. A minimum of 2 years' experience in a similar role
4. Ability to develop, maintain and report on data and compliance records, including the ability to impart information in an understandable way
5. Excellent verbal and written communication skills
6. Highly organised with strong organisational and planning skills. Able to set priorities, meet goals and evaluate the process and results.
7. Confident, self-reliant, capable of taking the initiative and working autonomously.
8. An eye for detail and concern for accuracy,
9. Resilient and calm under pressure, a flexible attitude with the aptitude to work well in a team.
10. Professional manner, able to develop good working relationships with people both internally and externally at all levels
11. Exceptional problem-solving skills. Able to assess problems, identify causes, gather and process relevant information, generate workable solutions, and make recommendations and resolve the problems.

Essential Knowledge

1. Relevant accountancy/financial qualifications
2. Knowledge of bookkeeping and preparation of management accounts.
3. Knowledge of financial planning, management and processes.
4. Ability to understand accounts and to communicate financial information.

Desirable Experience and Skills

- 1) Experience and knowledge of charity accounting
- 2) An understanding of the Legal Aid Agency's working practices
- 3) Experience in dealing with auditors and a clear understanding of their requirements for preparing annual accounts and liaising with auditors.
- 4) Ability to attend some meetings outside office hours, including Board meetings
- 5) Experience of VAT
- 6) Experience of setting up financial procedures and implementing them with other staff