



Candidate Recruitment Pack
Finance, Systems & Business Manager



A letter from our CEO

Dear Candidate,

Thank you for your interest in joining Queen's Crescent Community Association. This is much more than a finance role.

We're looking for someone who believes that great financial management can transform communities. Someone who enjoys improving systems, challenging the status quo, embracing technology and helping an organisation grow sustainably.

QCCA has been serving the people of Camden for over forty years. Every day, we work alongside children, young people, older people and families facing some of the greatest inequalities in London. Last year alone, more than **3,000 local people** benefited directly from our services.

Over the past few years, we've undergone significant growth. Our income has almost doubled, we've diversified our funding, expanded our services, strengthened our governance and are preparing to manage an additional community facility at Maitland Park. Now we're investing in the next stage of our journey.

We're redesigning our finance function to become smarter, more efficient and more strategic. We want to move beyond traditional bookkeeping and build a modern finance service that provides real-time information, supports better decision-making and embraces digital technology.

As our new **Finance & Systems Manager**, you'll play a leading role in that transformation. You'll work directly with me, our Senior Management Team and our Trustees to shape the future of the organisation. You'll help migrate our finance systems from QuickBooks to Xero, streamline our processes, introduce automation and develop meaningful financial reporting that supports both operational delivery and strategic growth.

If you're looking for a role where your ideas will be listened to, your expertise valued and your work will genuinely improve people's lives, we'd love to hear from you.

Thank you for considering joining our team.

I look forward to receiving your application.

Foyezur Miah
Chief Executive





Who we are:

Founded over 40 years ago, Queen's Crescent Community Association (QCCA) is one of Camden's largest and most established community charities.

We exist to improve the lives of local people by creating opportunities, reducing inequalities and building stronger communities.

Our work is rooted in Queen's Crescent and Gospel Oak—communities with tremendous strengths but also significant social and economic challenges.

We believe everyone deserves the opportunity to live healthy, connected and fulfilling lives.

What We Do

Each year, our programmes support more than **3,000 residents** through a wide range of community services. These include:

Older People's Services

Helping older residents remain active, connected and independent through exercise classes, wellbeing activities, social groups and information services.

Youth Services

Providing safe spaces, mentoring, sports, education, leadership opportunities and pathways into employment for young people.

Family Support

Working alongside families through advice, parenting support, food provision and community activities.

Advice & Advocacy

Helping residents navigate welfare benefits, housing, debt, immigration, employment and other complex issues.

Children's Nurseries

Operating two successful early years settings delivering high-quality childcare while generating vital unrestricted income to support our charitable work.

Community Facilities

Managing community buildings used by local residents, charities, schools, faith groups and businesses.

Health & Wellbeing

Delivering community health initiatives, healthy lifestyles programmes and partnership projects with the NHS and Camden Council.

Our Impact

Every pound entrusted to QCCA helps create measurable change.

Recent achievements include:

- Supporting more than **3,000 local residents annually**
- Operating across multiple community sites in Camden
- Delivering programmes for children, young people, families and older adults
- Successfully diversifying income through trading, grants and partnerships
- Maintaining strong financial reserves and governance
- Continuing to invest in community facilities despite an increasingly challenging funding environment



Why we need you:

We're entering one of the most exciting periods in QCCA's history.

Over the next three years we will:

- Expand our community services
- Strengthen financial sustainability
- Modernise our finance systems
- Improve organisational efficiency
- Develop new commercial income streams
- Continue investing in local communities
- Prepare for further organisational growth

This role sits at the centre of those ambitions.

We're looking for someone who wants to help build the organisation—not simply maintain it.

Our Ambition

We don't just want accurate accounts.

We want a finance function that:

- supports strategic decision-making;
- provides real-time financial information;
- embraces digital technology;
- reduces unnecessary administration;
- strengthens governance;
- helps managers make informed decisions; and
- enables QCCA to maximise every pound we receive.

The Opportunity

As Finance & Systems Manager you will:

- ✓ Work directly with the Chief Executive.
- ✓ Become part of the Senior Management Team.
- ✓ Present financial information to Trustees.
- ✓ Lead our migration from QuickBooks to Xero.
- ✓ Introduce smarter financial systems and automation.
- ✓ Improve management reporting and dashboards.
- ✓ Support fundraising, commercial growth and business planning.
- ✓ Help shape the future of one of Camden's leading community charities.

Why Join QCCA?

You'll enjoy:

Flexible Working

A genuine commitment to work-life balance.

Hybrid Working

A combination of office and home working following induction.

Meaningful Work





Every decision you make directly benefits local communities.

Professional Autonomy

We trust our managers to lead, innovate and improve.

Opportunity to Influence

You'll work closely with the CEO and Board, with real opportunity to shape organisational strategy.

Variety

No two days are the same.

You'll support everything from community programmes and grant reporting to commercial activities and organisational development.

Our Values

Everything we do is guided by five core values.

Community

We exist to serve local people.

Integrity

We act honestly, transparently and responsibly.

Inclusion

Everyone deserves dignity, respect and opportunity.

Collaboration

We achieve more by working together.

Innovation

We continually look for better ways to serve our communities.

Our Next Chapter

The successful candidate will join QCCA at an exciting time.

Current priorities include:

- Finance transformation
- Organisational restructure
- Digitalisation
- Systems improvement
- Migration to Xero
- AI-enabled process improvements
- New community facility development
- Growth in commercial income
- Strengthened financial planning
- Enhanced Board reporting

You'll help lead much of this work.

Who We're Looking For

We're not simply looking for an accountant.

We're looking for someone who enjoys:

- improving systems;
- solving problems;
- simplifying complex processes;





- helping organisations grow;
- embracing technology;
- working collaboratively; and
- making a genuine social impact.

If you enjoy building things, you'll enjoy this role.

What Success Looks Like

Within your first 12 months, we'd expect you to have:

- Built strong relationships across the organisation.
- Successfully led the migration from QuickBooks to Xero.
- Improved management reporting and financial dashboards.
- Reduced manual finance processes.
- Strengthened budgeting and forecasting.
- Supported departmental managers with better financial information.
- Enhanced audit readiness and internal controls.
- Helped develop a finance function fit for QCCA's future growth.

Working at QCCA

We are a friendly, supportive and ambitious organisation.

You'll join a team that values:

- openness;
- collaboration;
- innovation;
- accountability; and
- continuous improvement.

We believe our people are our greatest asset.

Join Us

If you're excited by the opportunity to combine professional finance expertise with meaningful social impact, we'd love to hear from you.

Come and help us build a stronger organisation so that together we can build stronger communities.

Queen's Crescent Community Association

Improving Lives. Strengthening Communities. Building the Future.



Job Description

Finance, Systems & Business Manager

Salary: £45,000 per annum (pro rata – 3 days / 22.5 hours per week)

Hours: 22.5 hours per week (Flexible)

Location: Queen's Crescent Community Association, London NW5

Hybrid Working Available

Responsible to: Chief Executive

Responsible for:

- Finance Assistant(s)
- Financial Systems
- External Payroll Provider
- External Auditors
- Finance Administration

Member of the Senior Management Team

About QCCA

Queen's Crescent Community Association (QCCA) is one of Camden's leading community charities, supporting over 3,000 local residents every year through services for children, young people, families, older people and the wider community.

Operating across multiple community sites, including community centres and nurseries, QCCA combines charitable impact with commercial enterprise to build a financially sustainable organisation capable of delivering long-term community benefit.

Following a period of significant growth and organisational development, we are seeking an ambitious Finance, Systems & Business Manager to lead the next stage of our financial transformation.

Purpose of the Role

This is a senior leadership role responsible for providing strategic financial leadership whilst modernising QCCA's finance systems, processes and reporting.

Working directly with the Chief Executive and Senior Management Team, the successful candidate will ensure that financial information supports excellent decision-making across the organisation.

They will lead the migration from QuickBooks to Xero (or another agreed cloud accounting platform), improve financial systems, strengthen internal controls, develop automation and create a finance function fit for a growing, modern charity.

This role combines strategic finance, operational leadership, digital transformation and continuous improvement.

Our Ambition

We believe finance should enable great decision-making rather than simply record transactions.

We are looking for someone who will:

- modernise our finance systems;



- simplify processes;
- embrace digital technology;
- improve reporting;
- strengthen governance;
- support organisational growth;
- help maximise every pound invested in our communities.

Key Responsibilities

1. Strategic Financial Leadership

- Act as QCCA's lead finance professional.
- Advise the Chief Executive and Board on financial strategy.
- Contribute to organisational planning and sustainability.
- Support development of the organisational business plan.
- Produce financial modelling and scenario planning.
- Monitor organisational reserves.
- Identify financial risks and opportunities.
- Support income diversification initiatives.

2. Financial Management

Lead and manage:

- Monthly management accounts
- Quarterly Board reports
- Cashflow forecasting
- Budget monitoring
- Annual budgeting process
- Restricted fund reporting
- Unrestricted income monitoring
- Grant reporting
- Commercial income reporting
- Balance sheet reconciliations
- Fixed asset register
- Deferred income schedules
- Accruals
- Prepayments

Ensure all financial records are accurate, timely and fully reconciled.

3. Systems Transformation & Digital Innovation

Lead the transformation of QCCA's finance systems.

Including:

- Migration from QuickBooks to Xero (or agreed cloud accounting platform).





- Review all finance processes.
- Reduce manual administration.
- Introduce automation.
- Improve workflow efficiency.
- Develop financial dashboards.
- Introduce electronic approval systems.
- Improve document management.
- Integrate finance software with booking, payroll and payment systems.
- Explore appropriate AI-enabled tools to improve efficiency and reporting.

4. Business Partnering

Work closely with Heads of Department to:

- Review budgets.
- Understand financial performance.
- Improve forecasting.
- Develop project budgets.
- Support funding applications.
- Improve financial awareness.
- Monitor departmental expenditure.
- Develop recovery plans where necessary.

5. Commercial Development

Support QCCA's commercial activities including:

- Community venue hire.
- Sports hall income.
- Nursery operations.
- Trading income.
- New enterprise initiatives.

Provide financial modelling and pricing advice to maximise sustainable income.

6. Audit & Compliance

Lead all financial preparations for the annual audit.

Responsibilities include:

- Preparing audit schedules.
- Liaising with auditors.
- Responding to audit queries.
- Implementing audit recommendations.
- Maintaining robust financial controls.
- Ensuring compliance with Charity SORP.
- Supporting Companies House and Charity Commission reporting.



7. Payroll & HR Finance

Oversee payroll administration including:

- Monthly payroll submissions.
- Pension reporting.
- HMRC returns.
- Employment changes.
- Leavers.
- Starters.
- Payroll reconciliations.

Work alongside the external payroll provider to ensure timely and accurate salary payments.

8. Leadership

Provide professional leadership to the finance team.

Responsibilities include:

- Line management of Finance Assistants.
- Developing team capability.
- Improving finance procedures.
- Coaching staff.
- Performance management.
- Resource planning.

9. Board & Governance

Prepare and present financial reports to:

- Board of Trustees.
- Finance Committee.
- Senior Management Team.

Support Trustees by presenting financial information in a clear, accessible and meaningful way.

10. Continuous Improvement

Identify opportunities to improve:

- Systems
- Processes
- Reporting
- Controls
- Automation
- Customer service
- Financial performance

Develop a culture of continuous improvement across the finance function.

Key Projects (First 12 Months)

The successful candidate will lead or support:



- ✓ Migration from QuickBooks to Xero.
- ✓ Review of all finance procedures.
- ✓ Development of management dashboards.
- ✓ Introduction of AI-assisted financial reporting.
- ✓ Improved budgeting and forecasting.
- ✓ Strengthened credit control.
- ✓ Improved debtor management.
- ✓ Digital approval processes.
- ✓ Finance Policy review.
- ✓ Enhanced Board reporting.
- ✓ Audit readiness improvements.

General Responsibilities

- Attend SMT meetings.
- Attend Board meetings when required.
- Support organisational projects.
- Build strong relationships with external stakeholders.
- Promote continuous learning.
- Undertake other reasonable duties commensurate with the post.

Safeguarding

QCCA is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

All employees are expected to share this commitment and comply with all safeguarding policies and procedures.

Equality, Diversity & Inclusion

QCCA is an equal opportunities employer.

We value diversity and actively encourage applications from all sections of the community.

Health & Safety

Ensure compliance with all relevant Health & Safety legislation.

Support a culture where safe working practices are understood and consistently applied.

Working Arrangements

- 22.5 hours per week.
- Flexible working pattern.
- Hybrid working available following induction.
- Attendance required at Board meetings, SMT meetings, audit meetings and key organisational events where necessary.

What Success Looks Like

Within your first year you will have:

- Successfully implemented a modern cloud accounting system.
- Reduced manual finance administration.
- Improved reporting across the organisation.
- Strengthened financial controls.
- Built a high-performing finance team.
- Enhanced audit readiness.
- Supported QCCA’s long-term financial sustainability.

Person Specification & Competency Framework

Qualifications

Criteria	Essential	Desirable
Qualified or Part-Qualified ACCA, ACA, CIMA, CIPFA or equivalent experience	✓	
Degree or equivalent professional qualification	✓	
Charity finance qualification		✓
Xero Advisor Certification		✓
Payroll qualification		✓
Project Management qualification		✓

Professional Experience

Experience	Essential	Desirable
Preparing monthly management accounts	✓	
Budget setting and monitoring	✓	
Cashflow forecasting	✓	
Financial reporting	✓	

Year-end audit preparation	✓	
Charity accounting	✓	
Charity SORP	✓	
Restricted fund accounting	✓	
Grant reporting	✓	
Payroll oversight	✓	
Leading a finance function	✓	
Managing staff	✓	
Board reporting	✓	
Financial planning	✓	
Financial controls	✓	
Credit control	✓	
Commercial income reporting	✓	
Multi-site organisations		✓
Community or voluntary sector experience		✓

Systems & Digital Transformation

This role will lead the modernisation of QCCA's finance systems.

Candidates should demonstrate experience in:

Experience	Essential	Desirable
Cloud accounting systems	✓	
QuickBooks	✓	
Xero	✓	

Finance system implementation	✓	
Process improvement	✓	
Automation of finance processes	✓	
Digital document management	✓	
Dashboard reporting	✓	
AI-enabled productivity tools		✓
Power BI / Microsoft Power Platform		✓
CRM and finance integrations		✓

Leadership & Management

The successful candidate should demonstrate:

- ✓ Ability to inspire and support staff.
- ✓ Ability to develop systems.
- ✓ Ability to manage change positively.
- ✓ Ability to influence senior managers.
- ✓ Ability to work collaboratively.
- ✓ Ability to challenge constructively.
- ✓ Ability to build confidence with Trustees.

Technical Skills

Candidates should demonstrate strong knowledge of:

- Financial reporting
- Budget management
- VAT (where applicable)
- Payroll
- Charity accounting
- Gift Aid
- Internal controls
- Audit preparation
- Banking systems
- Financial risk management
- Cashflow forecasting
- Financial analysis



Personal Attributes

Strategic

Able to see the bigger picture and support long-term organisational sustainability.

Innovative

Always looking for better ways of working.

Collaborative

Builds strong relationships across teams.

Organised

Able to manage competing priorities.

Analytical

Uses financial information to support better decision-making.

Commercially Aware

Understands how charities generate sustainable income.

Passionate

Committed to improving communities.

Professional

Maintains confidentiality, integrity and high ethical standards.

Values Alignment

Candidates should demonstrate commitment to:

- Community development.
- Equality, diversity and inclusion.
- Safeguarding.
- Continuous learning.
- Environmental sustainability.
- Partnership working.

Shortlisting Matrix

Criteria	Weighting
Charity finance experience	20%
Technical accounting knowledge	20%
Systems improvement & Xero implementation	20%
Leadership & people management	15%
Strategic thinking & business partnering	10%
Communication & Board reporting	10%
Commitment to QCCA's values and mission	5%

Interview Competencies

Candidates will be assessed against the following competencies:

Financial Leadership

Can demonstrate experience of leading a finance function, strengthening controls and supporting organisational growth.

Systems Transformation

Has successfully implemented or significantly improved finance systems, including cloud accounting software.

Strategic Thinking

Can translate financial information into practical advice for senior leaders and Trustees.

Commercial Awareness

Understands the balance between charitable impact and financial sustainability.

Communication

Can explain complex financial information clearly to non-finance colleagues.

Leadership

Can lead, mentor and develop a small finance team.

Problem Solving

Uses sound judgement to resolve complex financial and operational issues.

Values

Demonstrates a genuine commitment to community impact, collaboration and continuous improvement.

Why Join QCCA?

The successful candidate will have the opportunity to:

- Help shape the future of a growing charity with an income approaching **£2 million**.



- Lead a significant finance transformation programme.
- Drive the migration from QuickBooks to Xero.
- Influence strategic decisions through membership of the Senior Management Team.
- Work directly with the Chief Executive and Board of Trustees.
- Improve systems, processes and organisational efficiency.
- Contribute to meaningful change in one of Camden's most diverse communities.
- Enjoy flexible and hybrid working while developing a modern finance function with genuine scope for innovation.