Job Description

Job Title:	Global Finance & IT Officer
Group:	Global Finance
Team:	Global Finance
Job Function:	Officer
Reporting to:	Global Financial Controller
Location:	London, UK (Hybrid) with a global remit
Working Pattern:	35 hours, full time
Salary:	£30,000-£35,000

About Lumos

Lumos works around the world, transforming care and protection systems for children so that growing up in a safe and loving family is a reality for every child.

We address the root causes of family separation and support the transition of children out of harmful institutions, so they can thrive within the security of family, supported by community.

For more than 20 years, we've worked in partnership with national governments to change the lives of children who are separated or facing separation from their families due to issues like poverty, violence, displacement or limited access to inclusive services. Over that time, we've enabled more than 280,000 children to grow up in families not institutions.

Rooted in the wellbeing of children, our work creates the conditions for children to grow up in the care of a family, strengthening communities and societies for generations to come.

Inclusive education services, foster care training, and family strengthening programmes are just some of the ways we help make a difference.

Now, in these critical times of geopolitical uncertainty and economic instability, we are partnering with more governments, organisations and local front-line professionals to shape the systems and deliver the services needed to enable more children to grow up in a family.

We combine decades of experience and expertise in the economics of care reform, with hands-on capability building, working with partners to create the sustainable, systemic transformation at-risk children need.

Building on our work to date, our ambition is growing. By 2036, we will enable over 500,000 children in care to thrive in families instead of institutions and support at least 10 million more children and their families to flourish together and avoid family breakdown and separation.

And we won't stop until the future of every child is secured within a safe and loving family, thanks to the care systems we transform today.

Job Purpose

The Global Finance & IT Officer delivers accurate, timely and responsive finance operations across Lumos. Working under the direction of the Global Financial Controller, the role processes and maintains financial transactions and records; supports accounts payable and receivable, reconciliations, payments, banking and credit card administration; and helps ensure finance information is complete, consistently coded and supported by appropriate evidence.

The postholder applies approved finance policies, procedures, controls and service standards; delivers assigned UK finance operations; provides country-facing operational support within approved global procedures; monitors shared finance mailboxes; resolves routine queries; maintains supplier, asset, contract and other operational records; and escalates exceptions or control concerns to the Global Financial Controller. The role also provides coordination support for IT assets, licences, onboarding and offboarding, while technical IT support remains with approved service providers or specialist colleagues.

The postholder has a matrix relationship with the Head of AI, Data and IT for IT asset, licence, onboarding, access-checklist and service-coordination activities. The Global Financial Controller remains the line manager and owns workload priorities and performance management; the Head of AI, Data and IT provides technical direction, standards and escalation routes for assigned IT coordination activities.

This is a global finance operations role. It does not own policies, controls, assurance conclusions, finance-system strategy, statutory reporting or governance decisions.

Key Objectives

1. Process and maintain accurate finance transactions and supporting records in accordance with approved procedures, coding structures and deadlines.
2. Provide responsive first-line finance support, distinguishing between assigned UK operational delivery and country-facing guidance, coordination and escalation.
3. Complete allocated reconciliation, month-end and year-end tasks and escalate unresolved items promptly.
4. Support secure payment, banking and corporate credit card administration within delegated authority and segregation-of-duties requirements.
5. Maintain complete, accessible and audit-ready operational documentation and evidence.
6. Support consistent adoption of global finance processes, systems and data-quality standards across central and country teams.
7. Maintain accurate registers for assets, contracts, insurance, IT equipment and software licences where assigned.
8. Provide finance and IT coordination support through a matrix relationship with the Head of AI, Data and IT, while escalating technical, cybersecurity, data-protection, access-management and specialist IT matters to the appropriate owner or service provider.
9. Provide proportionate administrative support to the Director of Strategic Finance & IT, including meeting coordination, document preparation, action tracking and management of agreed Finance and IT communications.

1. Accounts payable, receivable and transaction processing

- Monitor shared finance mailboxes and respond to routine supplier and colleague queries accurately and professionally.
- Check that new suppliers, invoices, expenses and other transactions have appropriate supporting evidence, coding and approval before processing.
- Post approved invoices, income, expenditure, journals and other transactions accurately in the finance system.
- Support supplier statement reconciliations, aged payables and receivables reviews, and follow-up of outstanding items.

- Maintain complete transaction records and filing in line with approved documentation and retention standards.

2. Reconciliations and financial close support

- Complete assigned bank, balance sheet and other reconciliations accurately and within agreed timetables.
10. Investigate routine differences, document follow-up and escalate unresolved or recurring issues to the Global Financial Controller.
- Support month-end and year-end cut-off, journal preparation, evidence collation and close checklists.
- Maintain the fixed-asset register and supporting documentation and apply the approved capitalisation procedure.
- Provide schedules, reports and supporting evidence requested for management reporting, statutory reporting or audit.

3. Payments, banking and credit card administration

- Prepare or process approved payments and banking activities in line with delegated authorities, segregation of duties and security requirements.
- Support bank-account administration, payment queries and maintenance of approved supplier and bank details.
11. Administer corporate credit card records, access changes and card cancellations as instructed by the Global Financial Controller.
- Check that credit card transactions have receipts, business purpose, coding and approval, and follow up outstanding monthly submissions.
- Maintain credit card reconciliation records and exception logs and escalate missing evidence, unusual transactions or repeated non-compliance.
12. Provide accurate operational information to support the Global Financial Controller's credit card monitoring and reporting.

4. Operational records, contracts, royalties and assets

- Maintain assigned contract, insurance, supplier, royalty, asset and other operational registers accurately and up to date.
- Monitor relevant operational mailboxes and ensure correspondence is routed or resolved within agreed service expectations.

- Prepare routine royalty invoices and maintain records of amounts invoiced and received, investigating discrepancies with guidance.
- Collate approved documentation requested by publishers, suppliers, banks, auditors or other authorised stakeholders.

13. Escalate expired, incomplete, inconsistent or high-risk records to the Global Financial Controller.

5. Finance systems, data quality and process support

- Use the global finance system and related tools in accordance with approved access, coding, master-data and workflow requirements.

14. Complete data checks, exception reviews and routine system administration tasks assigned by the Global Financial Controller.

- Support user acceptance testing, data cleansing, migration, training and adoption activities for finance-system changes.
- Maintain process notes and user guidance for assigned finance-operational activities.

15. Identify recurring issues or opportunities for improvement and provide practical suggestions to the Global Financial Controller.

6. Country-facing finance support

- Provide first-line operational guidance to country finance colleagues on approved global accounting processes, coding, reconciliations, payments, close timetables and evidence requirements.
- Share approved templates, process notes, checklists and user guidance and help country teams apply them consistently.
- Support country teams with routine finance-system queries, data checks, testing, training and adoption, escalating functional or technical issues to the appropriate owner.
- Follow up agreed country submissions, reconciliation actions and operational information requests, maintaining clear records of outstanding items.

16. Identify recurring country-support needs, process gaps or control concerns and escalate them to the Global Financial Controller for direction or corrective action.

- Do not manage country finances remotely, approve local transactions or assume responsibility for local statutory, tax, banking, payroll, audit or budget ownership; these remain with Country Directors and country finance teams.

7. IT asset and service coordination

- Maintain accurate inventories of IT equipment, assigned devices, software licences and related records in accordance with standards set by the Head of AI, Data and IT.
- Support approved onboarding and offboarding activities, including equipment coordination, access checklists and record updates, under processes defined by the Head of AI, Data and IT.
- Log and coordinate requests with approved external IT service providers or internal specialists, monitor progress and escalate unresolved service issues through the Head of AI, Data and IT.
- Support procurement administration and supplier coordination for approved IT equipment and services, with technical specifications and supplier standards determined by the Head of AI, Data and IT.
- Do not provide specialist technical, cybersecurity, AI, data-protection or access-control advice, approve system changes, or alter user access outside approved procedures. These responsibilities remain with the Head of AI, Data and IT and authorised technical providers.

8. Matrix working with the Head of AI, Data and IT

17. Receive technical standards, process guidance and priorities for assigned IT coordination activities from the Head of AI, Data and IT, while day-to-day workload allocation and performance management remain with the Global Financial Controller.
- Maintain regular communication on asset records, licences, onboarding and offboarding status, open service requests, procurement coordination and recurring support issues.

18. Coordinate the global Finance and IT newsletter with the Global Financial Controller and Head of AI, Data and IT, ensuring content is accurate and approved.
- Provide complete and accurate operational information to support IT governance, cybersecurity, data protection, licence compliance and supplier oversight.
- Escalate suspected cybersecurity incidents, data loss, inappropriate access, device loss, licence non-compliance or other technical risks immediately through approved channels.
- Support implementation of approved IT, data and responsible-AI guidance through accurate records, coordination and staff signposting, without assuming technical or policy ownership.

9. Team and service support

- Provide cover for agreed finance-operational tasks during periods of leave or peak workload.
- Support scheduling and administration of the global Finance community of practice and other team meetings.
- Produce the global Finance and IT newsletter, coordinating approved content and timely publication.
- Manage workload effectively, meet service standards and raise capacity or deadline risks early.

- Contribute to a collaborative, improvement-focused and service-oriented Finance team culture.

Accountability boundaries

19. For UK operations, perform assigned finance activities under the Global Financial Controller's direction. For country operations, provide guidance, coordination and follow-up only; Country Directors and country finance teams retain first-line ownership of local financial management and compliance.
20. The Global Financial Controller owns operational delivery, standardisation, workload priorities and service performance; significant matters are escalated to the Global Financial Controller.

- Administer payment, banking and credit card activities within delegated authority; governance and strategic risk oversight remain with the Global Financial Controller.
- Support finance systems and data quality; functional systems ownership and design authority remain with the Global Planning, Reporting and Finance Systems Manager.

21. Coordinate IT assets, licences, onboarding, offboarding and service requests through the matrix relationship. Line-management, workload and performance accountability remain with the Global Financial Controller; technical strategy, IT governance, cybersecurity, data, AI, access-control and specialist-service authority remain with the Head of AI, Data and IT.

What Success Looks Like

- Transactions and operational records are accurate, timely, correctly coded and supported by complete evidence.
- UK operational activities are delivered accurately and to timetable, while country-facing queries, guidance and follow-up are handled professionally within agreed service expectations.
- Assigned reconciliations and close tasks are completed to timetable, with unresolved differences escalated promptly.
- Payments, banking and credit card records are secure, complete and compliant with approved procedures.
- Operational registers, finance files, IT asset and licence records, onboarding and offboarding checklists, and service-request information are current, accurate and available to relevant Finance and IT owners.
- The global Finance and IT newsletter is accurate, approved and published on time.
- Finance-system data and master records are maintained consistently and support reliable reporting.
- Control concerns, policy breaches and recurring issues are identified and escalated without delay.
- The role provides dependable operational support while maintaining clear accountability boundaries.

Person Specification

Essential knowledge and skills

- Strong Microsoft Office skills, particularly Excel, Outlook and Word.
- Working knowledge of accounts payable, accounts receivable, transaction processing, reconciliations and financial records.
- Ability to apply procedures, coding structures, approval requirements and deadlines accurately and consistently.
- Good numerical, analytical and problem-solving skills with strong attention to detail.
- Ability to use an ERP or networked accounting system and learn new finance systems and workflows.
- Good written and verbal communication, including the ability to produce clear content for a global internal audience and provide professional service to colleagues, suppliers and country teams.
- Ability to organise competing tasks, maintain accurate records and escalate issues appropriately.
- Awareness of information security, cybersecurity, data protection, responsible AI and appropriate handling of financial, personal and device information, with the judgement to escalate specialist matters.

Essential experience

- Experience working in a finance, accounting or business-operations environment.
- Experience processing financial transactions and maintaining accurate supporting records.
- Experience completing reconciliations, following up exceptions or supporting month-end processes.
- Experience responding to supplier or internal customer queries and managing shared mailboxes or service requests.
- Experience using Microsoft Excel and a finance, ERP or networked accounting system.

Desirable knowledge, qualifications and experience

- AAT qualification, finance-related degree, accounting apprenticeship, or study towards ACCA, CIMA or an equivalent qualification.
- Knowledge of charity accounting, donor-funded activity or international finance operations.
- Knowledge of corporate banking platforms, credit card administration or expense-management processes.
- Knowledge of IT asset, licence and supplier administration.
- Experience in accounts payable, accounts receivable, payments, banking or corporate credit card administration.

- Experience supporting audit, data migration, system testing or process improvement.
- Experience maintaining asset, contract, insurance, royalty, IT equipment, software licence or similar operational registers and working across matrix-managed activities.
- Experience working in a charity, NGO, international or multi-entity organisation.

Personality/Characteristics Desirable

- High integrity, discretion and commitment to stewardship of charitable resources.
- Highly organised, accurate and dependable, with the ability to meet deadlines and manage multiple tasks.
- Professional, responsive and able to build effective relationships with a wide range of stakeholders.
- Comfortable working independently within clear procedures and as part of a global team.
- Curious and improvement-focused, with the confidence to identify issues and ask for guidance or escalate concerns.
- Committed to Lumos' mission, values, safeguarding responsibilities and equality, diversity and inclusion.

Additional Information

Alongside the opportunity to contribute to a truly life-changing mission, you'll enjoy excellent benefits, a supportive and inclusive culture, and a genuine commitment to your personal and professional development. Some of the benefits we offer include:

- Direct impact on operational systems supporting our global mission, with exposure to senior decision-making during a transformative period
- Hybrid and flexible working
- 30 days' annual leave plus bank holidays
- Enhanced family-friendly leave (maternity, paternity, adoption, shared parental) and enhanced sick pay
- Competitive employer pension scheme
- Learning and development opportunities
- Access to our Employee Assistance Programme for confidential wellbeing support and advice

Safeguarding Statement

Lumos recognises that the rights of safety and security are aligned with its core mission for children, families and communities. Effective and robust safeguarding sit at the heart of our mission and values, and accordingly, Lumos is committed to ensuring the safety and protection of children and adults at risk in all of its work. We expect all staff, associates and volunteers to share this commitment. Lumos has a zero-tolerance approach towards all forms

of abuse, bullying, harassment and sexual exploitation. Lumos is a member of The Misconduct Disclosure Scheme and will carefully screen all applicants. Offers of employment are subject to checks and suitable references.

All staff and associates must:

- Carry out all duties with an awareness and understanding of Lumos safeguarding and PSEA requirements
- Ensure work complies with all safeguarding and PSEA policies and procedures
- Ensure that their behaviours and actions support the safeguarding of children, young people and adults at risk as appropriate.

Equality, Diversity and Inclusion Statement

- Lumos is wholly committed to equality, diversity and inclusion and against all forms of discrimination.
- We are committed to creating and sustaining a positive working environment that encourages, supports and gives a voice to all, so that we can best support the children we serve.
- We must ensure that all staff are equally valued, included, empowered and respected across the organisation and in everything we do. Lumos is fundamentally built on diverse, multi-national and multi-cultural teams.
- This is something we cherish as a key strength and an integral part of our identity. Our organisation values and celebrates the diversity, culture and experience of each member of staff, provides equality of care, and support to everyone.
- We pledge to listen carefully, to educate ourselves continually, to promote open dialogue, and to seek out and deal with discrimination and prejudice wherever it occurs in Lumos.

Our Values

Focus: We stay focused on what matters most, using our expertise to drive meaningful change for children through rigorous and purposeful action.

Integrity: We earn trust by acting consistently, honestly, and accountably in everything we do.

Ambition: We lead with bold, shared ambition to create lasting, system-wide change for every child.

Openness: We embrace diverse perspectives, continually learn, and adapt to meet the needs of a changing world.

Collaboration: We believe lasting transformation happens when we work in partnership with others to create change together.

Within recruitment and selection, these values are brought to life through fair, transparent, and safeguarding-led process, ensuring all candidates are assessed consistently, treated with respect, and given an equal opportunity to demonstrate their skills, experience and potential.

Privacy

Please visit wearelumos.org/privacy-policy for information on how we manage your data.