



Job Description

Head of Finance and Operations

Location: The role is based at the Trust's office in West Berkshire with a minimum of three days per week expected to be worked at our Newbury office. Flexible working arrangements are available with the understanding that this must meet the objectives of the charity and requirements of the role.

Accountable to: Chief Executive Officer

Start date: 01/08/2024 or as soon as possible thereafter

Hours of work: Full-time, permanent.

Salary range: £55,000 - £60,000 FTE, depending on experience.

Purpose

This is an exciting and vital role performing a range of finance and governance tasks, working within the Senior Leadership Team of a leading mental health charity focused on supporting children and young people.

The Head of Finance and Operations (HFO) will be responsible for the successful management of the charity finances and operations, as well as making a leading contribution to the charity's strategic direction. The role is responsible to the CEO, and activity oversight spans finance, HR, IT, and office management. The HFO is also responsible to the Trustees for the financial state of the charity and as Company Secretary. As a result, the HFO must working closely with the treasurer, members of the finance and investment committee, as well as the senior leadership team and our existing finance and operation colleagues.

We are looking for an highly motivated, efficient, diligent and confident finance professional with experience of managing a team. The role is varied and would suit a qualified accountant with experience of working collaboratively and compassionately with a range of colleagues to achieve organisational objectives. There will be opportunities to increase knowledge and the successful candidate could be supported to undertake further study.

Key responsibilities and duties

Strategy, modelling and leadership

- Lead the development and implementation of a comprehensive financial strategy supporting the organisation's wider strategic plan.
- Provide guidance and leadership on short and long-term financial decisions.
- Develop and monitor the implementation of long-range financial plans with the CEO, Board of Trustees and the Finance and Investment committee, to support organisational sustainability and growth.
- Provide leadership (including line management of at least one member of staff) to our small but invaluable finance and operations team comprising our finance and operations manager, finance assistant, and our office and IT coordinator.

Financial and Operational Management

- Develop and implement financial strategies aligned with the organisation's mission, vision and priorities.
- Streamline and optimise operational processes and systems to enhance efficiency, quality, and scalability while availing technological advancement. This includes systems, IT, CRM, Facilities and supplier management.
- Provide strategic financial guidance to the CEO, the Senior Leadership Team and the Board of Trustees.
- Monitor financial performance, identify risks, and recommend corrective actions.
- Optimise and manage the Trust's working capital and cash flow position.
- Maintain appropriate financial records and oversee the preparation of quarterly and annual reports and financial statements in accordance with UK accounting standards, Charity Commission and company law requirements.
- Ensure necessary insurances and contracts are in place and provide required liability and other coverages.
- Develop and manage strong and effective relationships with external auditors, the bank, the treasurer, and other key partners.
- Hold responsibility for all tax matters and compliance with HMRC requirements.

Resources, Risk Management and Compliance

- Overall leadership and accountability for IT, Digital and Business Systems infrastructure, including appropriate data protection requirements.
- Oversight of property matters for the team office, including responsibility for lease, insurance and legal matters.
- Overall leadership for the development and implementation of the risk matrix framework.

About our Trust

The Charlie Waller Trust was created by the Waller family in 1997 in response to the loss of their son and brother Charlie who tragically took his own life whilst suffering from depression.

We have since become one of the UK's most respected mental health charities for children and young people. Our overarching mission is to educate young people and those with responsibility for them - parents and carers, teachers, college and university staff, and employers - about children and young people's mental health and wellbeing.

The Charlie Waller Trust is a great place to work. We care about mental health and wellbeing in our team and have a positive, enabling workplace culture. Our values drive our work:

- **Warm:** Positive personal connections are central to mental health; we aim to reflect that in all our relationships with beneficiaries, supporters, staff and volunteers.
- **Empowering:** We support all those we work with, and who work for us, to use their minds, hearts, energy and creativity to fulfil their potential.
- **Collaborative:** Partnership and cooperation are at the core of our work; we seek the views of those we wish to support and aim to put them at the centre of our activity.
- **Compassionate:** We recognise vulnerability in ourselves and others, especially where there is more than one reason people may be vulnerable to mental health problems, discrimination or inequality.
- **Open:** We believe in being honest about the way we work, our aspirations and where we need to improve; openness and good communication are key to good mental health.

Terms and Conditions

Equity, Diversity and Inclusion

We are committed to equity, diversity and inclusion and are working to ensure that our staff represent the communities we aim to support. We actively utilise positive action as set out in the Equalities Act (2010) to ensure we attract and recruit candidates from backgrounds and groups that are currently underrepresented in our workforce. We therefore particularly encourage applications from men and non-binary folk, and those from Black, Asian and minoritised backgrounds.

When we recruit, we will ask all our shortlisted candidates to tell us about any reasonable adjustments they need. Our current office is only accessible via a flight of

stairs. We would of course discuss home-based working and holding team meetings in an accessible location as appropriate.

Benefits

We want people to thrive at the Trust; we believe you do your best work when you feel your best. That being the case, our team comes first, and we are proud of our culture: we offer a supportive, flexible and enjoyable place to work.

As part of our employed team, the following benefits are available to you:

- Flexible working policy - we're committed to helping you find a healthy work-life balance.
- Generous annual leave allowance - pro rata 25 days annual leave (increasing to 30 days after 5 years' service), PLUS bank holidays PLUS the period between Christmas and New Year.
- A workplace pension scheme to support you with saving for your retirement, into which we pay 3%.
- Access to a 'Mental Health and Wellbeing Plan' - helping staff to stay mentally well and to support them through periods of poor mental health. This includes support for the cost of talking therapies where these are not available via the NHS.
- Opportunities to experience our charitable activities and impact at first hand by attending training and events and through involvement in relevant projects.
- Learning and development opportunities specific to job roles and on mental health and wellbeing topics.
- Coaching (offered to CWT pro bono, depending on team member and need).
- Social events and team days.
- Bike to work scheme.
- Time off for volunteering.
- Unpaid leave/sabbatical particularly if this supports personal or professional development (offered after 2 years in post).

To apply

If you would like an informal discussion about the role with Dr Hannah Vickery, our CEO, this can be arranged via Kerry Cyfka, Executive Assistant to the CEO, on kerry.cyfka@charliewaller.org

The deadline for applications is 12 noon on Monday 17th June 2024.

Please submit via your chosen job website, or send your CV and a supporting statement to Kerry's email above. We ask that you structure your supporting statement, by providing relevant information under person specification bullet points (combining these if multiple points are effectively responded to by one experience). Please try to keep your supporting statement to a maximum of 800

words, excluding headers. **Applications will not be considered without a supporting statement.**

You will hear back from us by Friday 21st June, if not before and should you be shortlisted, **an interview will take place at our Newbury office on the afternoon of Tuesday 25th June** and will involve a competency interview along with a short 10-minute presentation task relevant to the role.

We will provide details about the task at invitation to interview to allow candidates time to prepare.

Person Specification – Head of Finance and Operations

The successful candidate is likely to have most of the following competencies and experience but not necessarily all. If you feel that you are a strong candidate, please do apply.

Criteria	Essential	Desirable
Skills required and relevant experience	<ul style="list-style-type: none"> • Proven experience at a senior level in a finance role with responsibility across the entire finance function. • Significant leadership experience spanning Operations, HR and Finance • Demonstrated aptitude for strategic thinking, planning and analysis. • Commercial acumen spanning organisational planning, budgeting and using data an insight to drive change. • Experience at a senior level as Company Secretary or equivalent. • Excellent financial planning, annual budgeting and forecasting skills. • 	<ul style="list-style-type: none"> • Knowledge and experience of the charity sector (e.g., management of restricted/ unrestricted funds, VAT partial exemption, Gift Aid, and the Charity SORP). • Experience of Microsoft Dynamics Business Central.
Attainment	<ul style="list-style-type: none"> • Fully Qualified Accountant (CIMA, ACCA, ACA or equivalent) 	<ul style="list-style-type: none"> • Additional qualification in charity finance or leadership.
Personal attributes	<ul style="list-style-type: none"> • Commitment to embedding the values of equity, diversity and inclusion in everything that you do. • Initiative-taker and solution-minded with a can-do attitude towards any task or challenge. • Professional, enthusiastic and flexible, with a strong willingness to listen and learn, as well as to lead. • Capable of working as part of a team and autonomously. • A commitment to working to meet the charity's objectives. • Ability to prioritise and work to deadlines. • Ability to exercise discretion and good judgement in dealing with confidential matters. 	<ul style="list-style-type: none"> • Interest in and awareness of children and adolescent mental health issues.