



Head of Resources

Summary of role

The Head of Resources is a new role and will be responsible for ensuring the effective running of Southwark Charities' corporate functions and oversight of facilities, including finance and contracts, maintenance, compliance, IT and systems and overseeing an external HR advisory service

Reporting to the CEO, this role balances hands-on operational and financial management with opportunities to contribute to Southwark Charities' ongoing development, ensuring that systems, processes, and infrastructure are robust, compliant and scalable to support our impact.

The role actively contributes to the Southwark Charities' wider activities, playing a key role as a collaborative, supportive and flexible team member.

Location: St Mary Newington Close, Surrey Square, London, SE17 2LP until ~2028, then Edward Edwards' House, Nicholson Street, SE1 0XL, (with up to two days per week home/remote working)

Contract: Permanent, full-time

Probation period: Three months

Reporting to: CEO

Salary: Starting at £55,000-£60,000p/a

Additional benefits: 25 days' annual leave plus public holidays, 8% employer's pension contribution, Death in Service Benefit

Job description

1. Financial and contract management

- Lead key financial processes including budgeting, monitoring and reforecasting.
- Maintain accurate financial records and ensure timely processing of payments, income recording and bank reconciliations, ensuring appropriate financial authorisation controls are followed.
- Prepare quarterly management accounts and financial reports for the CEO and Board.

- Manage banking arrangements, including bank accounts, signatories, online banking access and relationships with banking providers.
- Lead the annual budgeting and financial planning process, working with the CEO and other senior staff.
- Oversee year-end and audit processes.
- Monitor compliance with charity accounting standards and statutory requirements, with support from external advisors where required.
- Ensure appropriate contracts with outsourced service providers (e.g. bookkeeping, compliance, HR), consultants, contractors and casual workers are in place, monitored and routinely reviewed for service quality, compliance and value for money.
- Manage relationships with external accountants, auditors and financial advisors.
- Support the CEO in liaising with letting agents, solicitors and other advisors on leases and investments.
- Promote value for money and effective use of resources across the organisation.

2. Investment Management

- Maintain investment funds portfolio in conjunction with external fund managers.
- Prepare quarterly and annual investment performance reports.
- Maintain a register of investment properties
- Prepare and send annual ground rent demands for investment properties
- Respond to enquiries from leaseholders of investment properties
- Refer such enquiries to the charity's solicitors as necessary
- Engage property surveyors to perform annual valuations and calculate lease extension premiums as appropriate.

3. Compliance and risk management

- Oversee compliance with relevant regulatory and statutory requirements, including housing-related standards (e.g. fire safety, electrical testing, lifts and health and safety).
- Commission, coordinate and manage external contractors to ensure statutory inspections, repairs, servicing and certifications are completed and up-to-date.
- Maintain oversight of compliance and maintenance records, ensuring documentation is accurate, current and audit-ready.
- Ensure appropriate insurance arrangements are in place and reviewed regularly.
- Support the CEO in maintaining the organisational risk register, supporting proactive risk identification and mitigation.
- Act as Data Protection Lead, ensuring compliance with UK GDPR and wider data protection legislation.

- Maintain and update data protection policies, procedures, notices and records, ensuring they are implemented consistently across the organisation.
- Manage data protection incidents, including data breaches and subject access requests, escalating and reporting as required.

4. IT and systems

- Oversee IT systems, equipment and software, working with external providers to ensure effective delivery.
- Act as the central coordination point for workflow systems, data management and digital tools across the organisation.
- Manage software subscriptions, licences and user access.
- Promote good data governance and consistent use of systems across the organisation.
- Contribute to the development and improvement of digital systems, data management and processes, identifying opportunities to improve efficiency through better use of systems and data.

5. People and office management

- Act as the internal HR lead, working with an outsourced HR company and expert advisors as required.
- Support other senior staff with implementing recruitment, contracts, induction, performance management and staff development processes.
- Maintain organisational HR records.
- Coordinate staff meetings, occasional staff events, away day logistics and staff rotas.
- Ensure the smooth day-to-day running of office operations, administrative systems and staff rotas for office attendance.
- Act as a point of contact for residents to report issues and concerns, responding and escalating as appropriate.
- Coordinate suppliers and service providers, including office resources, equipment and maintenance contractors.
- Ensure a safe, functional and compliant working environment, working with external contractors where appropriate.

6. Wider organisational responsibilities

- Commit to the mission, values and objectives of Southwark Charities, ensuring they guide all work and decision-making.
- Work collaboratively with colleagues across Southwark Charities to align role-specific activity with wider organisational priorities.
- Comply with all organisational policies, procedures and codes of conduct, including safeguarding and data protection requirements.
- Ensure that a commitment to diversity, equity and inclusion is reflected in all areas of work and behaviour.
- Attend and actively participate in regular line management check-ins, team meetings and organisational events, preparing updates and discussion topics as required.
- Maintain accurate and up-to-date records across CRM systems, project management tools, impact measurement frameworks and other internal databases.
- Prepare and contribute to reports, briefings and updates, as appropriate.
- Represent Southwark Charities at meetings, events and external engagements.
- Commit to ongoing personal and professional development, including reflecting on feedback and learning from experience.
- Carry out any other reasonable requests to support the best interests of Southwark Charities.

Person specification

Essential skills, experience and knowledge

- Commitment to the mission and values of Southwark Charities.
- Significant experience in financial management, including budgeting, forecasting, monitoring, reporting and end-of-year processes.
- Working knowledge of the Charity Statement of Recommended Practice (SORP) and ability to support compliant financial reporting in collaboration with external advisors.
- Experience of contract management, including drafting and maintaining straightforward contract templates, keeping accurate records and monitoring performance and compliance.
- Experience of monitoring compliance, maintaining accurate records, and ensuring timely completion of required checks, inspections and follow-up actions.
- Strong working knowledge of data protection requirements, including UK GDPR, with experience of implementing policies, managing risks, and ensuring ongoing compliance.

- Experience of developing and improving internal processes, systems or policies to support effective organisational operations.
- Working knowledge of HR processes and good practice in employment, with experience of coordinating people matters in conjunction with external HR advisors.
- Experience of overseeing organisational IT and systems, ensuring they are secure, efficient, and fit for purpose
- Strong organisational skills, with the ability to manage multiple tasks, deadlines and priorities effectively.
- Strong judgement and initiative, with the ability to work independently, identify when specialist input is required, and seek appropriate external advice.
- Good analytical skills, with the ability to interpret financial and operational data to support decision-making.
- Excellent written and verbal communication skills, with the ability to communicate clearly and sensitively with a range of audiences.
- Ability to work collaboratively as part of a small team, while also taking ownership of day-to-day responsibilities.
- High level of integrity and attention to detail, particularly in relation to financial controls, compliance and confidential information.
- Confidence in supporting strategic planning through financial and operational insight.
- A proactive, solutions-focused approach to work, with a willingness to learn and develop in the role.
- Firm commitment to equity, diversity and inclusion.

Desirable skills, experience and knowledge

- Experience of working in the charity, housing, or social impact sector.
- Relevant professional qualification in a relevant area such as financial management or business administration.
- Experience working with housing-related regulatory standards and compliance requirements.
- Knowledge of charity governance, including working with trustees and understanding of regulatory requirements
- Knowledge of Southwark and its communities.
- Lived experience which may be relevant to Southwark Charities' mission.