Deputy Chief Executive Officer – Finance, Governance and Legal

Job Title:	Financial Controller
Reporting to:	Finance Director
Responsible for:	Finance Systems Manager, Accounts Manager
Dogs Trust Grade:	C
Location:	London office with hybrid working

Job Purpose

To have a critical leadership role in ensuring the charity's financial operations are efficient, well-controlled, scalable and user focused. As a member of the finance leadership team, the Financial Controller leads the ongoing development and implementation of robust financial processes, systems and controls that support excellent stewardship of charitable funds while enabling colleagues across the organisation to deliver maximum impact.

This role goes beyond traditional financial control and is expected to be hands-on, picking up process and control issues and delivering solutions. The role champions continuous improvement, modernisation and digital transformation across the finance function, balancing strong governance and compliance with an excellent internal customer experience. They ensure that financial processes are proportionate, intuitive and efficient, reducing administrative burden whilst strengthening the control environment, and are a trusted advisor on finance service design and governance.

They work closely with budget holders, operational leaders, auditors, trustees and external partners to deliver high-quality financial management, decision making, reporting and assurance across a complex charitable organisation.

Overview of the Team

As part of the Deputy Chief Executive Office, the Finance directorate provides professional business advise and support across Dogs Trust Group. They work in partnership with all departments to enable the delivery of the financial strategy. The department operates an effective function to meet the charity and group's everyday financial needs: it provides strategic direction and insight, prepares, and monitors financial plans/forecasts, manages treasury requirements, records all financial transactions, pays for services, and ensures compliance with global statutory requirements.

The Financial Controller is a key member of the Finance Leadership Team, operating alongside the Head of Finance and reporting directly to the Finance Director. Whilst the Head of Finance leads financial planning, business partnering, management reporting, statutory reporting and financial accounting, the Financial Controller is responsible for the charity's financial control environment, finance operations, systems, treasury and tax compliance. The role leads the Finance Systems Manager and Accounts Manager, overseeing accounts payable, accounts receivable and the ongoing development of the Unit4 ERPx platform.

The Financial Controller also manages cashflow and treasury activities, and ensures that finance processes, systems and controls are efficient, scalable, compliant and user-focused across the organisation.

Key areas of accountability
Lead, motivate and develop a high-performing finance team, focussing on accountability, collaboration, innovation and continuous Improvement. Ensure the finance function has capability in systems, controls and process improvement and where practical support succession planning and talent development. Together with the Head of Finance, build and maintain a culture of service excellence across the function.
Lead the charity's financial control framework, and environment, ensuring processes remain practical and all policies and procedures are embedded across all financial activities. Ensure the control environment safeguards charitable assets and mitigates financial operational and reputational risks and meets compliance with; Charity Commission requirements, Charity SORP, Companies Act Requirements and Fundraising and Grant related financial regulations. Ensure appropriate segregation of duties, approval hierarchies and financial delegations and oversee balance sheet integrity and reconciliation processes.
Lead, and take responsibility for Finance Operations KPIs, cash and treasury activities which include but are not limited to, forecasting, banking relationships, liaison with Investment advisory group, and payment platforms. Ensure compliance with all tax regulations.
Lead the optimisation and ongoing development of finance systems, ensuring they meet organisational needs and support future growth and own the finance systems strategy and roadmap. Establish effective governance around master data, user access controls and systems security and drive automation and digitisation of finance processes to improve efficiency, accuracy and user experience. Lead the implementation of new modules, upgrades and process redesign initiatives including communications frameworks. Responsible for partnering with IT, operational teams and system suppliers to maximise value from financial systems and associated technologies.
Provide guidance and leadership to the Finance Systems Manager to enable the effective review, redesign and standardisation of end-to-end finance processes across the organisation. This will include but not limited to; procedure-to-pay, order-to-cash, payroll, expenses, grant management, restricted fund accounting, budgeting and forecasting. Apply continuous improvement methodologies to enhance process effectiveness and efficiency to eliminate unnecessary complexity and manual intervention. Develop and monitor key performance indicators for finance operations and ensure financial processes are intuitive, accessible and proportionate to risk.
Champion a customer-focused approach to financial services by building strong relationships with budget holders and operational teams. Build organisational confidence in finance systems, data and processes. Translate user feedback into service improvements and provide coaching and support to non-finance colleagues to improve financial understanding and compliance.
Oversee transactional finance services including accounts payable, accounts receivable and payroll (working in conjunction with the People team) and maintain high standards of data quality and financial reporting.
Any other reasonable duties.

Person Specification
Essential skills, qualifications, experience, and attributes for shortlisting purposes
Qualified Accountant (ACA, ACCA, CIMA, CIPFA or equivalent).
Significant Financial Controller or senior finance operations experience within a large complex organisation.
Experience leading finance transformation and systems improvement programmes within a complex ERP environment.
Experience redesigning business processes and implementing best practice controls.
Strong understanding of charity accounting and restricted fund management, or the ability to rapidly acquire this knowledge.
Proven track record of strengthening financial controls, governance frameworks and assurance arrangements within a complex organisation.
Strong understanding of risk management principles.
Knowledge of process improvement methodologies and continuous improvement techniques.
Implementation and/or optimisation of ERP and finance systems including process automation tools and workforce technologies.

Strong understanding of internal controls and audit requirements.
Understanding of VAT and other tax compliance requirements relevant to large organisations and charities.
Experience of treasury management, cashflow forecasting and liquidity management.
Other essential requirements assessed at interview and/or through a practical assessment
Evidence of continuing professional development.
Experience leading and developing finance teams, including experience of creating a high-performing, improvement-oriented team culture and proven experience of developing talent for the future.
Proven capacity to identify opportunities to simplify, standardise and strengthen financial processes whilst supporting organisational objectives.
Ability and evidence of leveraging technology and data to improve effectiveness user experience and efficiency.
Ability and evidence of designing finance services that are responsive, accessible and value adding that meet the needs of internal users.
Proven ability to build and manage strong relationships across the organisation and effectively balance competing priorities.
Uses financial and operational insight to identify issues, assess risk and drive informed decisions.
Commitment to the aims and objectives of Dogs Trust.
Desirable skills, qualifications, experience, and attributes
Experience within the charity, not-for-profit, healthcare or public sectors, including Charity SORP and charity accounting requirements

Our values and behaviours

The culture at Dogs Trust is based on our values and behaviours which underpin everything that we do.

We dream big

Thinking boldly – We channel our passion and commitment to be open to new ideas and possibilities, and to be brave enough to generate and try out new ways of working.
Embracing change – We have the courage, imagination and flexibility to focus on what really matters and adapt as needed to turn our dreams into reality.

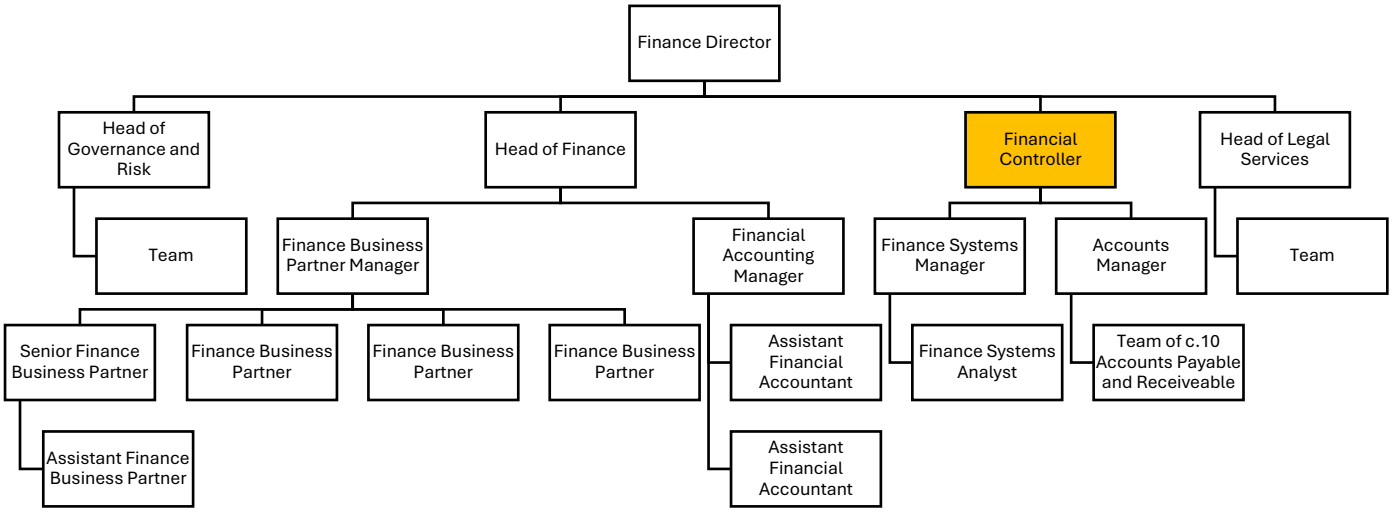
We're on the ball

Staying curious – We pay attention to what's going on around us and remain open-minded. We learn from others and consider different angles and perspectives.
Focusing on impact – We are passionate about the difference we make. We use our knowledge and experience to plan our work, solve problems effectively and achieve what we set out to do.

We make things happen

Being proactive – We have a positive, can-do attitude. We actively build strong relationships with others to solve problems and create opportunities.
Working together – We are collaborative and inclusive. We create relationships based on kindness, trust and respect to bring out the best in ourselves and others.

Additional information
Roles based at our London office operate a smarter working model, which includes working from the London office and from home, depending on the task.
You will be required to travel to other Dogs Trust sites with occasional overnight stays.
Last revised: October 2026



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