

FINANCE and RESOURCE MANAGER

Job description & Personal Specification

Context of the role: Reporting to the Chief Officer with responsibility for the accurate and effective operation of the organisation's financial systems to ensure that the Chief Officer, Treasurer and Trustee Board have the information they require to manage the organisation's finances effectively.

Reporting to the Chief Officer with responsibility for the organisation's resources with regard to premises, IT and equipment.

Role purpose: To manage the payroll and finances and administrative systems to ensure the organisation operates effectively and efficiently within the aims, policies and principles of the Citizens Advice service and in line with Companies House and the Charity Commission. To manage the organisation's resources with regard to premises, ICT and equipment and within data protection, Information Assurance and Health & Safety regulations.

KEY TASKS AND RESPONSIBILITIES

Planning and Development

- Contribute to the organisation's continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Contribute to the assessment and/or implement the strategic and business plan as required by the Citizens Advice Membership Scheme.
- Contribute to the planning and implementation of an effective premises management strategy to include the maintenance and repair of premises owned by the organization;
- Participate in organisation initiatives as appropriate and contribute to the work of associated committees and working parties.
- Contribute to the annual budget planning and work jointly with the Chief Officer and Board of Trustees, attending meetings as required.
- Implement IT and other resource strategies within Citizens Advice guidelines.
- To have a broad understanding of the IT requirements of the Citizens Advice service and the solutions available and play a major role in developing and implementing the IT Strategy
- Contribute to the Annual Report

Financial Management

- In conjunction with the Chief Office maintain day-to-day financial control of the service within budget heads agreed by the Trustee Board
- Ensure that all finances are properly administered and monitored and that appropriate financial regulations and controls are in place and in use at all

times

- Advise on the proper allocation of resources
- Research and purchase new equipment and other items for the smooth running of the organisation as agreed with the Chief Officer.
- Prepare and review detailed budgets for approval by the governing body in conjunction with the Chief Officer and Treasurer and appropriate sub-committee and auditors
- Make regular reports to the governing body on income, expenditure and any variations from budgets
- Oversee the correct preparation of accounts and financial statements in conjunction with the Chief Officer, Treasurer, appropriate sub-committee and auditors
- Ensure that all financial reporting obligations are met in relation to submissions for funding, grant aid, contracts and any other initiatives

Information Technology

- Have in place systems to respond to requests from computer users regarding hardware, software, or network connection problems or questions
- Resolve problems or provide "how-to" instructions
- Have in place systems to ensure that a regular back-up routine is followed and checked on a daily basis
- Have in place systems to ensure that anti-virus software is kept up to date across the network
- Make sure that the servers and workstations are kept up to date with the latest security fixes and updates recommended by the software manufacturers
- Review records to check hardware / software inventory, update service calls, and verify or modify user identification records
- Update and revise reference materials and work procedures
- Ensure that all work carried out is documented and clearly understandable
- Ensure that Health and Safety Regulations for Display Screen Equipment are in place and staff and volunteers are aware of them
- Ensure that software licences are obtained and updated for all software
- Work with the Training and Advice Teams to ensure training for users in software use
- Have delegated responsibility for the organisation's data protection and Information Assurance policies
- Manage, administrate and develop the organisation's local area network including security and day to day supervision of the organisation's internet server and email system
- Take responsibility for all purchasing and insurance of IT equipment
- Take responsibility for all installation and modification of hardware and software
- Assist with development of database and spreadsheet applications

- Arrange disposal of old IT equipment

Facilities

- Ensuring premises and service delivery locations meet with health and safety requirements;
- Keeping all staff, clients and visitors safe by completing annual building and personal risk assessments and ensuring necessary actions are completed;
- Ensuring relevant policies are up to date and complied with by all staff (paid and volunteer);
- Contributing to and supporting the implementation of the annual Premises Strategy;
- Take responsibility for maintenance, repair, waste disposal and recycling at premises owned by the organisation;
- Liaising with Landlord(s) in regard to the maintenance, repair, waste disposal and recycling of the various sites and locations within the organisation;
- Instructing and liaising with contractors as and when required;
- Supporting change management to ensure minimum disruption to core services;

Staff Management

- Line management responsibilities for the Administrative Team, IT Team and Facilities team
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Participate in the recruitment and selection activities as delegated
- Attend regular meetings of the management team
- Attend regular meetings of all paid and unpaid staff
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Supervise staff through the provision of regular support
- In accordance with Citizens Advice and service procedures assist the Chief Officer in implementing employment policies and procedures
- Encourage good teamwork and lines of communication between all members of staff

Learning and Development

- Identify and implement own learning and development needs
- Identify the learning and development needs of staff through support and supervision and contribute towards the organisation's learning and development plan
- Organise learning and development activities in conjunction, as appropriate, with the Chief Officer and / or training supervisor

Administration

- Responsible for the effective administrative working practices, systems and procedures to promote the efficient delivery of the organisation's services.
- Organize, monitor and manage the allocation and appropriate delegation of administrative tasks to team members.
- To work collaboratively with the Management Team, Team Leaders and all staff to ensure the smooth running of the organisation's services.
- Delegated responsibility from the Chief Officer to open, record and distribute incoming post.
- Organise, monitor and maintain stationery and office supplies.
- To provide administrative support to the Board of Trustees as and when required.

Person Specification

1.	Ideally, but not essential, a recognised professional qualification (i.e. ACA, ACCA, CIMA, CIPFA) with a thorough practical understanding of management accounting principles and techniques.
2.	Strong experience in applying IT to accountancy and financial management skills.
3.	Experience of management accounts, including analysis and commentary on accounts.
4.	Good working knowledge of Quick Books
5.	Voluntary sector financial administration experience
6.	Excellent IT skills, particularly Microsoft Word and Excel
7.	Confident communicator with a wide range of people at all levels
8.	Able to support and guide colleagues on complex financial matters as well as general support.
9.	Good time management skills and ability to manage multiple tasks simultaneously
10.	A mature, proactive and diplomatic approach and a commitment to producing accurate high quality work
11.	Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
12.	Ability to work with a variety of organisations and to earn and maintain the trust and respect of those people with whom the organisation deals
13.	Understanding of and commitment to the aims and principles of Citizens Advice service and its equal opportunities policies.
14.	Commitment to continuing professional development