

HEAD OF FINANCE AND OPERATIONS

Job Description and Person Specification

Crossways Community is a Christian charity with a passion to see better mental health in our community. Crossways has a proven track record in providing residential care and support for adults with acute mental health issues, gives residents valuable life skills and work experience and promotes awareness of mental health issues within schools, churches and the local community. It also operates a community café in the centre of Tunbridge Wells and a community gardening project.

Crossways Community is in a robust financial position and has ambitious plans to expand and increase its impact in the community. With a new Chief Executive in post, this is an exciting time for someone to join the organisation in the role of Head of Finance & Operations to help drive forward and realise these plans.

The Head of Finance & Operations role has key requirements for proven experience in financial oversight and implementation, strategic planning and relational leadership at its heart. The HFO will be expected to have knowledge and understanding of the usual day to day financial and operations issues but will delegate many of these.

Job Purpose

- To be responsible for financial oversight and strategic planning in relation to the business and support services of Crossways and ensuring that Crossways uses its resources effectively and efficiently at all times.
- To be responsible for and provide leadership and guidance in finance, data protection, premises, policies, health & safety, and ICT.
- Alongside the Chief Executive and as a member of the Senior Management Team, to be responsible for creating and delivering a shared corporate strategic vision; raising standards of care; building capacity across the workforce; improving organisation structures and functions so Crossways remains fit for purpose; building and sustaining effective relationships strategies; looking for opportunities for growth and improvement.

Key Responsibilities

Strategic

- Form a close working relationship with the Chief Executive, Senior Management Team and Board.
- Provide leadership to the Board to optimise the charity's financial performance and strategic position and grow the business.
- Contribute fully to the development of strategy across all areas of the business, challenging assumptions and decision-making as appropriate and providing financial analysis and guidance on all activities, plans, targets and business drivers.
- To be fully conversant with new initiatives, new legislation and modern thinking in all matters relating to the financial management of Crossways and to advise the Chief Executive and Board accordingly.
- Ensure that the appropriate vision and processes are in place to ensure the long-term financial viability of the charity, advise the Board on the financial consequences of proposed actions.

- Lead the charity's strategy planning and budgeting processes ensuring strong processes are in place for resource allocation and performance monitoring at all levels of the charity.
- Analyse change and advise accordingly.
- Formulate strategic and long-term business plans.
- Research and report on factors influencing the performance of Crossways.
- Analyse competitors and market trends.
- Develop and manage strong external relationships with appropriate contacts, e.g. auditors, solicitors, bankers and statutory organisations such as the Inland Revenue.
- Track Crossways' financial status and performance to identify areas for potential improvement.
- Provide insightful information, advice and expectations to the Chief Executive and Board to aid in long-term and short-term decision making.

Financial

- Provide and interpret financial information.
- Monitor and interpret cash flows and predict future trends.
- Develop and implement financial management mechanisms that minimise financial risk.
- Ensure appropriate risk management techniques are embedded throughout the charity at strategic and operational levels.
- Conduct reviews and evaluations for cost-reduction opportunities.
- Manage Crossways' financial accounting, monitoring and reporting systems including payroll and invoicing.
- Liaise with auditors to ensure annual audit is carried out.
- Produce accurate financial reports to specific deadlines.
- Ensure corporate budgeting processes are carried out and reviewed.
- Arrange new sources of finance.
- Present financial reports to Board members, stakeholders, senior management in formal meetings.
- Stay up to date with technological advances and accounting software to be used for financial purposes.
- Understand and adhere to financial regulations and legislation.
- Take overall control of the charity's accounting function and take ultimate responsibility for the charity's cash management policies.
- Oversee the preparation of all statutory returns and the management of company pension schemes.
- Maximise the income of Crossways' secondary and trading activities.
- Ensure that the regulatory requirements of all statutory bodies are met.
- Ensure that the charity's financial systems are robust, compliant and support current activities and future growth.
- Lead and develop finance, premises and operations team.

Premises & Resources

- To implement the premises decisions of the Chief Executive and Board.
- To share responsibility with the Chief Executive and the Home Managers for the maintenance of Crossways' site and the buildings and the efficient operation of all facilities on the property.
- To be responsible within the SMT for the Crossways' café 'The Kitchen Table' and to lead and manage its staff.

- To be responsible within the SMT for other Crossways' projects that may from time to time be in operation, and to lead and manage the associated staff.
- To lead the planning and implementation on site of new capital and refurbishment projects.
- To ensure all contracts are maintained to the highest quality and provide Crossways with value for money.
- To oversee the negotiation, management and monitoring of contracts, tenders and agreements for the provision of all services to Crossways including utilities and commissioners.
- To manage the letting of Crossways premises to outside organisations.
- To be responsible for ensuring that Crossways' motor vehicles are kept repaired, insured and available for use.
- Manage the maintenance of Crossways site and follow sound practices in estate management and grounds maintenance.
- To be responsible for ensuring that Crossways is insured appropriately and to advise on appropriate insurances for the organisation and to implement and manage such schemes accordingly.
- To manage all external contracts of Crossways (other than those for the provision of care and support to residents).
- To ensure that all purchasing decisions of Crossways are made efficiently and cost effectively and to be responsible for all administration purchases.

Management Information Systems & ICT

- Consider approaches for existing use and future plans to introduce or discard technology in Crossways.
- Consult with relevant people and other parties to introduce new technology or improve existing technology for different purposes.
- Establish, implement and oversee Crossways' compliance with GDPR and all data protection issues.
- Ensure that Crossways has a strategy for using technology aligned to the overall vision and plans for Crossways ensuring value for money.
- Communicate the strategy and relevant policies, including Data Protection for use of technology across Crossways .
- Establish systems to monitor and report on the performance of technology within Crossways.
- Ensure resources, support and training are provided to enable work colleagues to make the best use of available ICT.
- Ensure contingency plans are in place in the case of technology failure.
- Oversee the maintenance, updating and content of Crossways' website and social media presence.

Organisation and Policies

- Be responsible for the planning, development, design, organisation and monitoring of support services and whole organisation systems/procedures/policies.
- Be responsible for the provision of advice and guidance to the SMT on national and local guidelines/policy/statute etc.
- Interpret matters of policy/procedure/statute to ensure Crossways' compliance and initiate any appropriate action necessary.
- Provide and document effective risk assessment and management.

- Prepare and maintain disaster recovery plans and be aware of their place within the management procedures of Crossways.

General responsibilities

- To deputise for the Chief Executive both internally and externally as may be required.
- Be aware of, adhere to, and implement any legislative requirements consistent with overall duties of this post, with particular regard to Health and Safety policies and procedures and Data Protection Act 2018.
- Have a desire for continuous personal development and training and to undergo relevant training and development required by the Chief Executive.
- Attend key internal and external events of the charity.
- Carry out any other tasks that will, from time to time be allocated by the Chief Executive on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.

Person Specification

As a key member of the Senior Management Team the personal attributes of the successful candidate are vital. In particular they must demonstrate:

Experience

- Proven experience in leadership in a commercial or charity sector.
- Significant experience in direct financial management and control of a minimum £1m turnover operation.
- Proven experience in direct management and supervision of a finance and/or similar team.
- Proven experience of budget preparation, setting and monitoring and financial forecasting.
- Proven experience of preparing and presenting financial and management accounts, reports and data.
- Experience of liaising with auditors, business advisers and board members.
- Proven strategic and operational experience in stated areas of operations.

Knowledge/Qualifications

- Business, finance or similar qualification at degree level or equivalent.
- Qualified member of an accountancy body or holder of an equivalent qualification (CIMA, ACCA, ACA, or CIPFA level) would be extremely beneficial.
- Knowledge of all relevant accounting and financial management systems including VAT.

Skills/Abilities

- Christian with an active deep personal faith.
- A commitment to Crossways and its culture, values, mission and objectives.
- Highly relational approach to leadership and team development.
- Both a team leader and a team player with the ability to set targets and motivate and inspire staff to achieve targets.
- Commercially astute, articulate, technically strong, dynamic, insightful and influential leader with the ability to operate at both strategic and operational levels.
- Exceptional communication skills at all levels.

- Strong IT skills with a desire to keep up with new technologies.
- Ability to handle high levels of pressure and critical decision-making.
- High integrity and openness combined with commitment to good governance.
- Energetic, highly motivated creative thinker, with an enquiring mind and passion for excellence and innovation in pursuit of business growth and success.
- Good independent judgement.
- A knowledge of the mental health or care sector is desirable but not essential.

Additional Information

- Responsible to the Chief Executive.
- 37.5 hours per week.
- Salary £38,000 to £42,000 depending on experience.
- The post will be subject to suitable references and an enhanced DBS check.
- Based at our Crossways site in central Tunbridge Wells.