

Job Title	Head of Finance & Operations	Pay Band:	Head of
Reports to	Chief Executive Officer	Pay Tier Range:	2.0 – 2T
Occupational Requirement(s):	Active Christian Faith	Status:	Permanent
DBS Requirement:	Basic check	Work pattern:	30 hours
Job Purpose	To enable the mission of Jesus Christ through leading and managing effective and efficient financial and operational management to all areas of inHope.		

Outcomes

- InHope's finances are stewarded effectively and efficiently enabling the mission and purpose of the charity to be fulfilled.
- InHope's income and expenditure are managed to an exemplary standard and instil confidence amongst internal stakeholders and external parties e.g. donors, grant and trust funders, business, local and national government.
- All buildings owned and leased by inHope meet the needs of the teams and the services being provided within them, in full compliance with Health and Safety requirements and ensuring staff, volunteer and client safety and wellbeing.
- Day-to-day services and activities, both client focussed and within support functions, have full access to the facilities and infrastructure needed to operate efficiently and safely.
- Efficient and effective operational and administrative support is provided to the support functions and wider team.
- Effective and values led contribution to the leadership of inHope through the Senior Leadership Team (SLT) in partnership with Trustees, and within the staff and volunteer team.

Outputs

- A 3-year rolling budget and income forecast which meets the immediate and future needs of the charity and support planned activities and expenditure.
- Quarterly Management Accounts and cashflow projections provided to the Trustees and SLT, with regular finance updates provided to those with budget/spend responsibilities, and staff.
- Continuous review of inHope's facilities and systems to ensure that they meet the future needs of the charity.
- Timely operational and administrative support is available to the support function and wider staff team.
- Tangible leadership of inHope within the context of the SLT and Board of Trustees.

Key Tasks

- **Leadership**
 - Contribute to the day-to-day leadership, overall direction and strategic development of the charity, ensuring that sustainable good governance of finances and operational assets are integral to all plans.
 - Provide overall leadership of the financial and operational functions of inHope.
- **Financial Management**
 - Manage the preparation of the annual statutory accounts ensuring compliance with the Charities SORP (FRS 102).
 - Manage the preparation of a 3-year rolling budget ensuring alignment with the Trustee Board and Finance Group meeting regimes.
 - Oversee the preparation of budget information for funding applications and financial reporting to funders.
 - Manage the staff payroll and pensions activity.
 - Manage central expenditure of the charity in line with the agreed budgets and available resources.
 - Oversee the maintenance and development of robust financial policy and practices, ensure that the accounting and bookkeeping policy and practices are developed and complied with.
 - Ensure compliance with Charity Commission regulatory guidance and good practice.
 - Manage the accounts and relationships with banking and investment providers, advising the Finance Group of any risks and opportunities to address.
 - Maximise income through regular Gift-Aid and GASDS claims.
 - Collaborate with the Income team to ensure that fundraising is effective and targeted at priority areas.
 - Minimise support function costs by pursuing cost reductions where possible.
- **Operational Management**
 - Ensure that up-to-date Health & Safety policy and practice are embedded and consistent across all areas of the charity for staff and volunteers. Manage the engagement of a H&S Competent Person.
 - Manage the charity's facilities, inclusive of property leases, planned maintenance, repairs and contractual arrangements.
 - Manage all of inHope's IT and telecoms requirements and contracts.
 - Oversee the management of all inHope assets inclusive of vehicles, ensuring legal compliance at all times.
 - Manage the insurance requirements of inHope.

• General Duties

- Oversee timely, effective and cost-efficient administrative support that is available to the Finance & Operations team, the Income and People Team and the CEO.
- Christian pastoral care for colleagues within inHope.
- To participate in, and sometimes lead, tasks and other activities that further the work of inHope from time to time.

Key Attributes

• Person Statement

A highly organized and numerate person with a track record of serving others by using their financial and operational leadership and management skills to help the organization to be more effective. A detailed person with the ability to see the big picture. Has a clear sense of calling to serve the vision and mission of the charity through their skills and experience.

• Essential Attributes

- Thinks, collaborates and acts strategically, for the benefit of the whole charity and in keeping with its values.
- Fully qualified accountant or qualified by experience over more than 5 years.
- Degree in Finance, Accounting or other numerate subject.
- Experience in a range of operational tasks in a similar setting e.g. coordination of repairs and maintenance, contracted services, organisational policies and procedures, and office administration.
- Experienced communicator, particularly of financial data and its interpretation.
- A leader who is continuing to grow and develop themselves and inspires their team to do likewise.
- Planned and organized with a high workload capacity; able to manage their own and others' workloads whilst meeting the expectations and priorities of different stakeholders.
- Minimum of 5 years' leadership experience in a small to medium-sized charity.
- Intermediate competence in using M365 apps and cloud-based tools. [M365 Proficiency Scale.pdf](#)

• Desirable

- Has an understanding of inHope's client groups, their needs and hopes, and approaches to providing services that meet needs.
- Familiarity with the Charities SORP (FRS 102) requirements and experience of Management Accounting in a medium sized charity.
- Skilled in maximizing the use of the Xero accounting software, or similar systems.

Key Relationships

• Team(s)

- Leads the Finance & Operations team which serves inHope by providing robust financial practices and operational support.
- Member of the Senior Leadership Team (SLT) alongside the Head of Income and People and Head of Services, led by the CEO.
- Member of the Finance Group chaired by the Treasurer.

Primary Relationships

- Line managed by the CEO, with regular review meetings to discuss progress against role outcomes, outputs, personal and team wellbeing and development.
- Work, in support of the CEO, with the Trustees of the charity to engage them in financial and operational good governance.
- Line manager of the Finance and Operations team.
- Work collaboratively with the Head of Income and People and their team to ensure that fundraising and communication activities are appropriately prioritised and supported effectively, that staff pay is managed and payroll activities are processed in a timely manner.
- Work collaboratively with the Head of Services and their Team Leaders / Managers to ensure that financial and operational policy and practices are followed, and front-line services have the facilities needed.
- Build productive relationships with accountancy and legal professionals, service providers, contractors and volunteers who support the work of the charity.
- Work collaboratively with your peers to shape and lead the charity on a day-to-day basis and with its future in mind.
- To support volunteers in their roles.
- Fully participative member of the staff team attending staff meetings, prayer times and events, establishing good and supportive working relationships.