## 

**Finance & Central Services Manager**

## The Organisation

Gendered Intelligence (GI), established in 2008, is a registered charity that works to increase understandings of gender diversity and improve the lives of trans people.

We imagine a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued.

We are a trans-led and trans-involving grass roots organisation with a wealth of lived experience, community connections of many kinds, and a depth and breadth of trans community knowledge that is second to none.

We believe everyone can be intelligent about gender.

Gendered Intelligence is structured into three departments:

* **Professional and Educational Services**Work with professionals and organisations to develop trans inclusivity in workplaces and services
* **Youth and Communities Work**Work with trans people, especially young trans people, to support well-being and enable trans people to thrive
* **Public Engagement and Central Support Services**Work with the media, general public and major institutions like the government to raise awareness; all internal support functions such as Finance, HR and IT

To find out more, visit [www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

## The Role

We are looking for an experienced professional to manage the day-to-day operations of our growing charity to the highest standard. This busy and varied role will have responsibility for Finance, HR, IT and Office Management functions, as well as contributing to Compliance and Reporting duties. This important role will work closely with colleagues throughout the whole organisation to ensure good practice is followed and that data is available in a timely and accessible manner. You will have extensive experience of reviewing, developing and implementing systems, with excellent attention to detail.

This pack contains information to help you decide if you would like this job; and tells you what to do, if you decide you want to apply. If you have any questions or want more information about the role please contact Moya Wilkie [moya.wilkie@genderedintelligence.co.uk](mailto:moya.wilkie@genderedintelligence.co.uk)

## 1. Diversity Information

Gendered Intelligence aims to create a positive working environment for all staff, and is working towards a diverse workforce. We welcome applications from people of diverse backgrounds, abilities and gender identities. We recognise that people from different communities may gain skills in different ways, and while the criteria below refers to formal qualifications, we will view equivalent, relevant experience in a positive light. We encourage trans people, in particular trans-feminine spectrum people, and people of colour, to apply.

As part of our commitment to increasing diversity, we have included an Equal Opportunities monitoring form with this pack, which is not mandatory, but we hope you will complete.

NOTE: In this document, we use the term ‘trans’ as a very broad single-word umbrella term to include binary-identified people, non-binary people, gender fluid people, agender people, those with dual-role and similar gender experiences, and anyone else with an experience of gender like or similar to the above.

## 2. Recruitment Process

Please read the job description and person specification carefully.

Please complete the application form (2 part) that comes with this pack. We have provided guidance that we recommend you read before you fill in the form.

Deadline for submission of applications: **Thursday 8th July 9am**

Shortlisted applicants will be informed by: **Wednesday 14th July**

Interviews are expected to take place on **Monday 19th July**. if you are not available during on this day please let us know this when you apply.

All job offers are made subject to references.

**Want to learn more before applying?**

As part of our commitment to diversifying our organisation and supporting a wide range of individuals, we are offering a limited number of 10 minute slots to support applicants with their applications. These 1:1 online sessions will take place on **Wednesday 30th June** and will be hosted by a senior member of the GI team, who is not involved directly in this recruitment process. The sessions will provide the opportunity for potential applicants to ask any questions they have about the process, or about how to complete or what to include on the application form. We hope these sessions will encourage individuals from marginalised and/or under-represented sections of our communities to apply for this position. While open to all, we would specifically encourage individuals who are transfeminine or people of colour to apply for a slot. Please email [recruitment@genderedintelligence.co.uk](mailto:recruitment@genderedintelligence.co.uk) by **9am on Monday 28th June** if you would like to take advantage of this offer.

**3. Job description**

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| **Post** | **Finance and Central Services Manager** |
| Contract type | Permanent |
| Hours | Full Time |
| Salary | £32,576 – £36,782 (inclusive of London Weighting where applicable) pro rata.  Pay rise pending (awaiting outcome of NJC negotiation) |
| Location | Office/ remote (expectation of min 2 days pw in office) |
| Line Manager | Director of Public Engagement and Central Support Services |
| Management responsibilities | Administrator; Administrative Assistant;  Professional and Educational Services Administrator; Learning Development and Well-Being Co-ordinator; Finance Administrator (Freelance) |
| Other significant working relationships | Internal: Heads of Service and Team Leads across GI; Senior Leadership Team  External: accountants, HR support |

**Overview**

This new role has been created to support the development of Central Support Services (CSS) and ensure its smooth day-to-day running. As GI has grown - in staff size, income and reach - we need to ensure that our systems and processes remain fit for purpose and are implemented consistently. This helps everyone: it enables our staff and volunteers to continue to deliver high quality services in a safe and compliant manner; and increases transparency so that our service users are confident in GI and their engagement is supported in the most appropriate manner. This role will work to the Dir of PECSS who currently holds responsibility for the areas sown below.

The size of GI, and the nature of the role, means that the postholder will be required to have a good working knowledge across the whole of the organisation. There will be a varied mix of activities, and the postholder will be expected to be hands on when required, as well as able to manage and delegate effectively to others. As a new post, aspects of the roles and responsibility are expected to evolve in the first few months.

You will sit on the Management Group alongside Heads of Service, line managers and senior practitioners from across the organisation.

**Main Duties and Responsibilities**

Overall aim: The postholder is responsible for reviewing, improving, implementing and embedding appropriate systems and processes across the organisation to ensure that staff, volunteers and service users are adequately supported.

You will be managing a team of five staff, with a variety of specific responsibilities. They provide outward facing support, dealing with initial enquiries to the organisation, and then liaising extensively with colleagues so that enquiries are handled promptly and appropriately. They also work within our internal systems to support delivery of services across the organisation, including provision of a central office function.

The range of specific responsibilities and duties of this role will include those listed below. Priorities may change in line with the development of the role, and other duties may be allocated from time to time. While we expect the time required for different elements of the role to vary over the annual cycle, as will evolve over time, a guideline we expect the proportion of time to be split initially as follows: Finance 40%; HR 30%; Office Mgmt & ICT 30%. Training and support will be provided to ensure that all responsibilities can be met.

**Finance**

You will be responsible for the ensuring GI’s budget is managed and monitored effectively, supporting colleagues to deliver their work in a timely manner:

* Oversee the annual budget setting, review and monitoring processes. This involves supporting budget holders, creating templates, collating income and expenditure data, and providing timely reports and management accounts for budget holders, Dir PECSS, SLT and the Board.
* Budget holder for the annual Central Support Services budget.
* Support GI budget holders and other staff to meet their financial responsibilities, developing tools and guidance as required
* Oversee grant and contract income. This involves; monitoring income and cash flow; developing a 3 year forecast of funding income; liaising with funders and commissioning bodies as required.
* Manage compliance with funder requirements, ensuring colleagues are aware of responsibilities for timely and accurate reporting.
* Work closely with the fundraising team, forecasting expenditure gaps across the organisation and providing financial information for grant applications.
* Manage the payroll process, checking and collating data from monthly timesheets and liaising with GI’s payroll provider.
* Review contracts received to ensure terms and conditions are acceptable to GI; where necessary manage tender processes, create contract templates and issue contracts and sub-contracts.
* Ensure compliance with Companies House and Charity Commission regulations, including managing the End of Year financial process and liaising with colleagues to ensure timely production of our Annual Trustee Report and associated Review.

**Human Resources**

* Manage the HR function for the organisation. This involves:
* being first port of call for all internal staff queries;
* ensuring all systems are effective and implemented consistently;
* documentation is kept up-to-date and stored securely.
* Liaise with externally contracted HR support so that specific staff issues and generic policies are informed by the latest legal advice.
* Manage access needs for staff, ensuring compliance with legal requirements and good practice.
* Ensure that staff training requirements are being achieved within an approved budget.

**Office Management & ICT**

* Ensure the central office is functioning efficiently so that staff can work effectively.
* Active involvement in GI’s approach to ICT, including developing a cohesive ICT strategy (which reflects organisational developments towards CRM use, improved file sharing protocol etc) and ensures hardware, software and ICT procedures support effective working practices.
* Contribute to the development of a new website.
* Review GI policies to ensure we remain legally compliant and the policy framework is fit for purpose; manage approval process for quarterly Board meetings.

**General Requirements**

* To work independently, effectively and reliably to meet deadlines on a wide range of activities without supervision.
* To work with others to help achieve the organisational strategic goals and a positive working environment for all staff.
* To communicate effectively and in a timely and professional manner.
* To bring GI’s “3P’s” to your work – Professionalism, Positivity and Passion.
* To reflect the wider values of the organisation such as being open to an ethos of collaboration and working together, to recognise the positive aspects of trans lives and to stand up for trans people, especially young trans people.
* To take care of the health and safety of yourself and others who may be affected by your actions at work, at all times; to operate within the Company’s Health and Safety policy; and to participate in health and safety processes (for example risk assessment) when necessary.
* To follow all relevant GI policies, ensuring these are carried out in practice in relation to the job; in particular to behave in accordance with Gendered Intelligence’s Codes of Conduct and Equal Opportunities Policy.
* All staff may be asked to undertake other duties and responsibilities as appropriate, as determined by the CEO, on an occasional basis.

## 4. Person Specification

We recognise societal structures adversely affect people with marginalised identities / experiences and we are committed to building and supporting a diverse team.

If you feel you have the qualities to fulfil these specifications, but do not have formal qualifications, or feel less confident about your experience, we are keen for you to apply.

Please address each point in the person specification in turn, providing examples for each one. You are welcome to evidence any of the qualities outlined below through a variety of ways outside of paid work. This could, for example, be through organised volunteering roles; caring roles; informal community activity or any other route.

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| **ESSENTIAL** |
| **Abilities** |
| 1. Self-motivated, well organised and proactive. |
| 1. Ability to multi-task, work quickly and accurately, and remain calm and efficient under reasonable pressure |
| 1. Attention to detail and commitment to finishing work to a high standard |
| 1. Ability to find creative solutions to operational issues |

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| 1. Ability to manage small team effectively |
| 1. Ability to develop and maintain productive working relations with a range of stakeholders, exhibiting tact, sensitivity and a diplomatic manner |

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| 1. Ability to communicate financial and other data in an accessible way to inform decision-making by colleagues |
| **Skills** |
| 1. Effective decision-making skills, with the ability to prioritise complex tasks and implement strategic decisions |
| 1. Excellent interpersonal skills, both verbal and written |
| 1. Excellent Information and Communication Technology skills with competency in Office programmes such as Excel |
| **Experience** |
| 1. Budgeting and financial management for a small/medium sized organisation in the voluntary sector |

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| 1. Management of employment law and HR responsibilities for a small/ medium sized team |
| 1. Supporting organisational ICT needs at a strategic and practical level |

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| 1. Working knowledge of finance software such as Xero |
| **Knowledge** |
| 1. An awareness of trans identities, communities and gender diversity, and a willingness to continue to learn. |

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| **DESIRABLE** |
| 1. Experience of working within an LGBTQ setting |
| 1. Professional qualification (or working towards) in relevant area (ideally Finance). |

## 5. Additional information

**Annual leave.** You will be entitled to 28 days per annum (pro rata for part-time workers). Our leave year runs from 1st October to 30th September.

**Location.** The GI office is near Kings Cross. Currently all staff are home-based and we are exploring what working practices will look like over the coming months, once it is deemed safe and practical to return to the office. We are open to discussions about flexible working practices, but the expectation is that this role will have a significant office presence (min. 2 days per week) with the flexibility to attend physical meetings on different days as required.

**Hours of work.** GI’s working week is 35 hours; our offices are open from 9am – 6pm. Exact working pattern will be negotiated with the successful postholder, but the expectation is that normal office hours will be covered.

**Monthly timesheets and TOIL**. All staff are required to complete monthly timesheets which must be submitted promptly. GI has a policy for reasonable Time Off In Lieu (TOIL) where this is accrued due to periods of greater activity and agreed with your line manager in advance.

**Training and Development.** GI aspires to be a learning organisation that supports its staff to improve their skills and knowledge. This may be through informal means such as mentoring or work shadowing, or more formal training courses. You will be invited to reflect on your own training needs in discussion with your line manager, initially as part of the probation process and then ongoing through the regular supervision and annual appraisal process.

**Salary scale.** GI uses a salary scale and bands which are based on the NJC scale used by a range of employers across the UK. Annual inflationary increases will be based on NJC negotiated increases with effect from April each year. There is no automatic annual increase of spinal point.

**Pension.** GI is part of the NEST pension scheme, by which employees contribute 5% of their salary and employers 3%. You will be automatically enrolled in this scheme once you start work, but may opt out if you choose.