**Part time Operations Manager (3-5 days a week)**

For the past three years London Citizens Advice has worked as an immensely successful informal coalition. Following our 28 London Citizens Advice charities members approval earlier this year, we are now a registered charity and company.

London Citizens Advice exists to support and develop the work of London local Citizens Advice, through adopting the following aims:

* Share, promote and assure best practice to build consistency and quality of the Citizens Advice Service
* Manage specified contracts on behalf of external partners in conjunction with agreed participating members.
* Identify and develop partnerships to pursue new sources of funding in London.
* Highlight the impact of, and influence responses to, social welfare issues by lobbying at a London and regional level

We are a new and developing charity and now looking to appoint to a new role of Operations Manager within our small staff team. The role is initially offered on a 12-month contract with the possibility of extension.

If you are passionate about the benefits of advice and social justice for Londoners, thrive in a multi-tasking environment, and are looking to work with a small but fast developing charity, we look forward to hearing from you.

**Terms and conditions  
Salary:** Pro rata salary range is £33,600-£35,100 (28 hours over 3-5 days per week), dependent on experience  
**Contract:** Initial 12-month contract (with possibility of extension). We will consider applications from self-employed consultants  
**Part time:** 3 - 4 days a week (28hours)  
**Location:** Home working with requirementto attend regular (likely at least once a week) London based meetings  
**Reports to:** Development Manager  
**Benefits:** Employer pension contribution. Annual leave allowance of 25 days plus bank holidays (pro rata for part time roles). Flexible working opportunities subject to meeting the business demands of the charity.

**Overview of the role**

You will have day-to-day responsibility for the Finance, HR, Governance, and core areas of organisational support including IT, GDPR, and charity administration.

You will be a pivotal member of our small management team.

You will contribute to the development, implementation and delivery of the charity’s strategic and operational work to secure long-term financial health and growth, enabling to achieve our vision.

**Main Duties and Responsibilities**

To lead and develop Operational and Finance support

Work with the Development Manager and London Citizens Advice Board on financial management and oversight including working with outsourced accountants, auditors and key stakeholders.

Develop the charity’s strategic financial planning to support the decision making of the management team and Board, and preparation of reports to the Board on all aspects of operational and financial performance.

To ensure the robust financial management of, and reporting on any externally funded projects, including overseeing the process of preparing and submitting financial claims.

Lead on the charity’s policies, processes and systems development and internal control, and ensuring compliance.

Prepare information and reports for the Board and management team as required including quarterly management accounts

Work with the Development Manager and London Citizens Advice Board on development of multi-year budgets and funding requirements.

Lead the coordination and development of the Annual Report and Accounts.

Oversight of the budget management process, ensuring appropriate level of support and challenge provided to budget managers, ensuring that funds are deployed efficiently and effectively to maximise impact, and that any significant variance is identified quickly to enable timely action.

IT Support

Oversight of IT and Cyber Security, supported by outsourced service provider

Development and implementation of IT systems, standards and processes that will enable London Citizens Advice to deliver on projects and objectives, including projects with partners that involve a high level of digital interface.

Explore and develop options for process automation across all areas of the charity’s operations.

Risk management

With the support of the Development Manager, lead on maintaining and monitoring the charity’s risk register

Identify potential risks and mitigations across finance, HR, governance, GDPR, IT, and health and safety, ensuring these risks are managed.

Ensure processes are compliant with requirements for advice sector charities and Citizens Advice associate membership, and that new procedures are embedded in how we work

With the Development Manager further develop processes to monitor KPIs (key performance indicators) for the charity

Human resources

Ensure the development, implementation and control of systems for the fulfilment of employer, payroll, and as an associate member of the Citizens Advice network requirements

Lead responsibility for maintenance of HR policies and procedures to ensure compliance with employment law

Lead responsibility for further developing and embedding EDI best practice across the charity

Ensure managers are trained in HR policies and procedures and are supported in resolving any HR issues, with policies applied in a consistent manner across the organisation

Governance

Work with the Board to ensure that governance arrangements are fit-for-purpose, compliant with best practice, including charity commission guidance and Citizens Advice membership requirements. Record minutes of Board meetings and ensure these are approved in a timely manner.

Other

As the Data Protection Officer, lead on ensuring UK GDPR compliance across the organisation.

Ensure appropriate insurance coverage is in place

Carry out any other tasks and responsibilities as determined from time to time by the Development Manager

Act as an ambassador for the charity at all times

**PERSON SPECIFICATION**

Please make sure that you address the criteria that need to be evidenced by your CV and Cover Letter as these will be used to shortlist.

Skills and Experience

|  |  |  |  |
| --- | --- | --- | --- |
|  | Essential | Desirable | Evidenced |
| Demonstrable financial management experience, with high levels of numerical and financial literacy, commercial acumen and a good understanding of best practice in charity finance | X |  | CV, cover letter and interview |
| Strategic planning: ability to build a robust financial plan for the charity and to foresee and mitigate risks, with experience in setting financial strategies for an organisation in receipt of multiple funding streams | X |  | CV, cover letter and interview |
| Experience of line management and HR | X |  | CV, cover letter and interview |
| HR policy development and application, and ensuring compliance with employment legislation. |  | X | CV and cover letter |
| Collaboration and teamwork: successful track record of being part of high performing teams with proven ability to work collegiately with others. | X |  | CV, cover letter, and interview |
| An influential manager with the ability to work at both strategic and operational levels, problem solving and being a highly effective | X |  | CV, cover letter & interview |
| Good communicator making technical information accessible to all |  | X | CV and cover letter |
| Experience of working with a board, including preparing and presenting papers |  | X | CV and cover letter |
| Excellent data management and IT skills  Ability to analyse and interpret complex information  A solutions focused approach to problem solving  An understanding of digital projects management, Agile frameworks and third party integrations | X  X  X | x | CV, cover letter and interview |
| Committed to the aims and values of the Citizens Advice network | X |  | Cover letter & interview |

**Diversity**

Equality, diversity and inclusion (EDI) is integral to all we do as a service, not only for our clients, but also for our staff, volunteers, and for our governance. Citizens Advice London has a key role to play, as a change agent, to help advance EDI in society.

Please let us know if you need any adjustments to enable you to apply and participate in the selection process and to perform to the best of your ability. Any requests will not influence the decision-making process.

**How to apply:**

Please send CV, covering letter and completed monitoring form to James Sandbach, Development Manager, at jsandbach@londoncitizenadvice.org.uk by 5pm, 16th September. Applications without a covering letter will not be considered.

If you do not receive a response within two weeks of the deadline, please assume that on this occasion your application has not been successful.

**London Citizens Advice Ltd  
Registered Office: 270-272 High Road, London, England, NW10 2EY**

**Company No: 15785714  
Charity Reg: 1209126**

**www.londoncitizensadvice.org.uk**