

## DIRECTOR OF FINANCE & OPERATIONS (REF: DF&O 1-18)

### JOB DESCRIPTION

#### Introduction

A rare opportunity has arisen to join the Senior Management Team of award-winning charity **Create**, the UK's leading charity empowering lives through the creative arts. The new role of **Director of Finance & Operations** (DF&O), which has been created in response to Create's recent and anticipated growth, reports directly to the Chief Executive (CE). The DF&O oversees a bookkeeper and the Office Manager (a role shared with Executive Assistant to the CE). The successful candidate will bring significant levels of experience and expertise, and a commitment to the ethos and values of Create. Create was shortlisted for both national Charity of the Year awards in 2016; and won eight prestigious awards during 2017.

#### Create

Create is the UK's leading charity empowering lives through the creative arts.

We know that unleashing creativity ignites imaginations, develops confidence and builds relationships. Like setting off a firework, our professional artists light the touch paper and our participants discover new found self-belief and a desire to try more, do more and be more.

We put our ambition into practice by working with seven groups of vulnerable people: young patients; disabled children and adults; young and adult carers; schoolchildren (and their teachers) in areas of deprivation; vulnerable older people; young and adult offenders (and their families); and marginalised children and adults.

We're a national charity that champions local priorities by collaborating with our partners to tailor every project to each individual's needs. Everything we do is rigorously evaluated because we're passionate about providing inspiring and empowering creative experiences that have a lasting impact.

We know from experience that drama can build an isolated young carer's self-esteem, that storytelling can strengthen the bond between a young offender and the loved ones waiting for him at home and that music can help ease the anguish of a parent of a child with a life-limiting condition.

One spark of creative energy opens up a world of positive opportunities. Create lights that spark.  
[www.createarts.org.uk](http://www.createarts.org.uk).

#### Primary Objectives

To direct, administer and coordinate the financial and operational activities of the Charity in accordance with policies, goals, and objectives established by the CE and the Board of Trustees ('the Trustees'), and to assure the quality, effectiveness and efficiency of the planning and reporting of the delivery of these services.

#### Salary

£42,500-£47,500 according to experience

#### Position within Organisation

The Director of Finance & Operations reports directly to the CE and is a member of the Senior Management Team. The position line manages a part-time bookkeeper and the Office Manager (a role shared with Executive Assistant to the CE).

**Chairman:** Eddie Donaldson **Chief Executive:** Nicky Goulder **Ambassador:** Alistair DK Johnston CMG **Patrons:** Sir Matthew Bourne OBE . Esther Freud Dame Evelyn Glennie . Howard Goodall CBE . Ken Howard OBE RA . Erwin James . Shobana Jeyasingh MBE . Tim Marlow . Nicholas McCarthy . Lord Moynihan . Susannah Simons **Trustees:** John Broadis . Eddie Donaldson . Tim Jones . Marit Meyer-Bell . Vanessa Sharp . Carol Topolski

A company limited by guarantee and registered in England & Wales Company Registration No 4728145 Registered Office at business address Charity Registration No 1099733 VAT Registration No 820 2394 59

## Key Responsibilities

### Vision and Strategy

- Demonstrate a passion and enthusiasm for the charity and its vision, and motivate and empower others to achieve agreed goals to deliver the vision in a team environment.
- Assist the Trustees and CE with the formulation of strategy and ensure timely preparation of business plans that support the strategy.
- Provide strategic recommendations to the CE based on financial analysis and projections, cost identification and allocation, and revenue analysis.
- Develop and oversee the finance, HR, IT and Governance strategies.

### Finance and Operational Management

- Prepare the annual budget in collaboration with the CE on a timely basis and in line with the business plans for agreement with the CE and submission to the Trustees.
- Prepare monthly management accounts and annual financial statements and tax computations
- Review, recommend and implement changes to all financial reporting.
- Prepare financial and management reports for meetings of the Trustees and deal with all ad hoc requests for information from the CE and the Trustees.
- Prepare and file returns required by the Charity Commission and other government bodies.
- Ensure bookkeeper maintains financial records on a timely basis in accordance with agreed accounting practice and procedures and that deadlines are met for accounting and taxation matters.
- Manage the preparation and approval of financial reporting for donor organisations and the tracking of restricted donor funds.
- Oversee audit activities and relationships with auditors, bankers and payroll providers.
- Maintain up to date knowledge of accounting and legal requirements for charity sector reporting.
- Manage the investment of the charity's funds making recommendations to the CE and Trustees.
- Oversee property matters negotiating related contracts and working with lawyers to prepare and review leases.
- Approve contracts and grant agreements and ensure related processes (eg risk assessments, photo permissions) are compliant and completed on a timely basis.
- Ensure the charity's monitoring systems are working effectively and continually assess where improvements can be made.

### HR

- Oversee HR matters including adherence to the charity's policies and procedures ensuring assessments are carried out on a timely and consistent basis and any HR issues arising are dealt with appropriately in consultation with the CE taking legal advice as appropriate.
- Ensure that training needs are identified and staff development supported by appropriate training in accordance with best practice in the charity sector.
- Agree recruitment needs with the CE and manage the recruitment process.

### Governance

- Review all formal finance and HR related procedures, processes, and administration, recommending improvements to the systems in place and managing systems going forward.
- Ensure all appropriate governance requirements, policies and procedures are suitably maintained and are used effectively (eg Health & Safety, Safeguarding, GDPR) in accordance with statutory and other regulatory requirements and recommendations.
- Oversee risk management and maintain risk register.
- Manage relationship with Create's pro bono lawyers, working with them to update relevant documents (eg contracts of employment).

### Other

- Support CE in the development of key relationships and attend key Create events
- Attend Trustee meetings.

## PERSON SPECIFICATION

### Qualifications/Training

- Accountancy qualification.
- Educated to degree level or equivalent.
- A commitment to the charity sector and the ethos/values of Create.

### Job specific skills and experience

#### Essential skills

- Strong organisational, negotiation, administrative and interpersonal skills.
- Extensive experience of working in a complex finance role, with strong technical knowledge of statutory, management and financial accounting.
- Experience of managing financial and management accounts, budgeting, annual accounts, year-end processes, audits and external reporting.
- Ability to understand and work with Sage 50.
- Excellent knowledge of Excel and a good working knowledge of other Microsoft Office applications, including Word, Power Point and Outlook.
- Experience of managing/owning finance processes and controls.
- Experience of VAT returns including partial exemption.
- Knowledge of charity reporting SORP.
- Experience of HR and governance.
- Experience of liaising and advising non-financial managers and staff.
- Working knowledge of IT software and basic hardware systems.

#### Personal qualities

- Target-focused and results-driven with effective time management, prioritisation and planning skills.
- Excellent written and oral communication skills with a proven track record of communicating financial information to non-financial staff.
- Strong analytical and problem solving skills for the analysis of financial reports and business plans.
- The ability to review and identify new systems and processes to ensure that all finance and operational functions operate in an effective and efficient manner.
- Accuracy with attention to detail.
- Ability to work within a small, multi-disciplinary team.
- Highly confidential, sensitive manner.
- An ability to work to strict deadlines and remain calm under pressure.
- Ability to manage performance effectively and encourage skill development.
- Self-motivation and ability to work on own initiative, independently, without direct supervision.
- A sense of humour.
- Smart appearance and confident manner.
- A flexible attitude to work: evening and weekend work are required on occasions.
- Computer literacy including Sage, Microsoft Word, Excel and the Internet. If needed, training will be given in Act! (Create's contact management system).

### Terms & Conditions

- Salary: £42,500-£47,500 according to experience.
- 28 days leave including Bank Holidays.
- The position is based at Create's offices in the City of London.
- Travel to projects and events will be required on occasions.
- Office hours are 9.30am - 5.30pm, Monday to Friday with an hour for lunch.
- Time Off in Lieu may be offered for the occasional weekend work required.
- All Create personnel and artists are required to have a Disclosure and Barring Service (DBS) check, which Create will carry out upon appointment.
- All staff are required to adhere to Create's Dress Code.