

Job Description and Person Specification

Job title:	Head of Finance and Resources
Location:	Flexible working between home and a London office base (if reinstated)
Travel required:	Occasional UK travel may be required
Contract:	Full Time
Reports to:	CEO
Member of:	Senior Management Team
Direct reports:	Finance Officer

About Changing Faces

Changing Faces is the UK's leading charity for everyone with a scar, mark or condition on their face or body. We provide life-changing mental health, wellbeing, and skin camouflage services. We work to transform understanding and acceptance of visible difference, and campaign to reduce prejudice and discrimination.

We won't stop until everyone with a visible difference or disfigurement is supported and respected.

Overall, Purpose of the Role

- Responsible for leading and managing a high-quality finance and business support service encompassing IT, HR, and Facilities.
- To play a leading role as a member of the Leadership team to ensure Changing Faces achieves its strategic goals and vision.
- To continue the improvement in processes and systems within the Finance and Resources function to increase effectiveness, improve reporting, add value, and thereby reduce manual processes.

Key Activities

Leadership

- To play a vital role in delivering the organisation's strategic goals, working closely with the rest of the Senior Management Team and the Board of Trustees, and in the development of the organisation's next strategy.
- To support the vision, mission, and policies of the Charity, demonstrating a strong commitment to collaboration, cross-team working, results, accountability and modelling our values.
- To be responsible for the Finance, IT, HR and Facilities functions, working collaboratively with internal and external partners.
- To provide positive, resilient, dynamic, and flexible leadership during a period of change.
- To work closely with the Board of Trustees, providing support to them in their governance roles through regular attendance and reporting at Board, Audit and Risk Committee and Finance Committee meetings.
- To play a key part in delivering positive transformation to streamline and simplify processes and build the ongoing sustainability of the organisation.

Finance

To lead on all aspects of finance, including budgeting and re-forecasting, monthly and year end reporting, transaction processing and tax compliance.

Specifically, to:

- Lead the Charity's annual budgeting process and be responsible for producing the annual budget, in line with the organisation's annual plans and strategy.
- Produce accurate management accounts, cash flow models and rolling 12-month projections, including narrative and analysis of key variances and other matters to inform timely and sound decision making.
- Produce high level financial papers for the Board of Trustees, Board Committees and Senior Management Team that report on financial performance and future projections, risk, and options for the future to inform robust strategic and operational decision-making.
- To develop a strong business partnering relationship between Finance and Departmental Managers and at the same time increase financial awareness and knowledge.
- To lead on the preparation consolidation and statutory reporting of the annual accounts, ensuring they meet Charity SORP requirements. To collaborate with the external auditors to ensure the smooth running of the statutory audit.

- To oversee the continued enhancement and improvement of the Charity's financial systems and processes.
- To support income generation activities and the effective management of restricted funds, including advising on budgets for fundraising bids (including full cost recovery) and financial aspects of reporting to funders.
- To consolidate the implementation of the new finance system (Xero) ensuring that it is effective, efficient and adds value to financial transacting and reporting. To roll out more budget manager interaction with the finance system (self service).
- To oversee the day-to-day financial operations including, Bank reconciliations, Purchase and sales ledgers including credit control and Supplier and expense claim payments and credit card management.
- Providing an external interface with banks, auditors, pension funds, investment managers, consultants, and Charity finance specialists.

HR

- To lead the HR function including the efficient delivery of payroll, sickness and absence monitoring, appraisals, all retention and recruitment activities including employment contracts and the successful on-boarding of new staff.
- To oversee the relationship with the payroll provider and HR external advisors.
- To oversee the annual pay review process including benchmarking of salaries versus market and preparing recommendations on pay policy to the leadership team and Board.
- To lead on regular staff surveys and develop action plans with the CEO and Senior Management Team.
- To advise the Senior Management Team on HR and People strategy, including regular review of HR policies.

Operations; IT, Data Protection, Contracts and Facilities

- To manage the relationship with the outsourced IT support company. At the end of each contract period re-tender for the IT support contract.
- To develop and implement an ongoing IT and technology strategy.
- Function as Changing Faces Data Protection Officer and be responsible for ensuring GDPR compliance and Information Governance and Security across the charity.
- Review draft contracts to ensure consistency with financial requirements, data protection and any other areas of risk.

- To support the CEO and Senior Management Team in the further development of hybrid working practices that support the Changing Faces culture in a remote working environment.
- To support any analysis of future working arrangements, including a potential return to an office or service base, and its implementation if decided.
- To ensure efficient interim arrangements including the storage of Changing Faces equipment.

Other:

- To undertake any other roles or responsibilities that may reasonably be required.

Person Specification

Criteria	Essential or Desirable
Accounting qualification (ACA, ACCA, CIMA or equivalent)	E
Extensive experience of financial accounting, budgeting, and reporting	E
Fully conversant with accounting regulations and an understanding of Charity SORP gained whilst working within a Charity.	E
Strong leadership and management skills with an ability to prioritise a complex workload	E
Proven ability to combine strategic thinking with an operational “hands-on” approach	E
Experience of leading successful working arrangements/partnerships with Fundraising Teams.	D
Experience of managing outsourced functions.	E
Experience of managing at least one of the following functions: IT, HR	D
Possessing a basic understanding of HR legislation and best practice	D
An understanding of Data Security and Data Protection principles	D
Experienced in driving continuous improvement and managing change including the implementing of new systems	E
Intermediate level competence in finance systems, preferably Xero and Microsoft office (Excel, Word, PowerPoint)	E
Excellent communication and presentation skills	E
Ability to be flexible and agile in approach to the needs of the organisation.	E
Strong commitment to Changing Faces values, vision, and purpose and to keeping the voices of people with visible differences at the heart of all work.	E