

Job Title	Director of Finance and Business Operations
Reporting to	Chief Executive Officer
Responsible for	Central Services Team including: <ul style="list-style-type: none"> • 0.6FTE Learning & Development Manager • 2FTE Business Operations Coordinators • 2.2FTE Administrators
Service Area	Central Team
Location	London Borough of Croydon
Contract Type	Permanent, 35 hours per week
Salary	£54k - £59k
Annual Leave	30 days plus public holidays

About Croydon Drop In

Croydon Drop In (CDI) has been serving children and young people in the London Borough of Croydon since 1978. We are deeply embedded in and trusted by local communities. Each year, we work with over 5,000 children, young people and families, providing life-changing support, advice and guidance.

We are a proud member of Youth Access and operate a Youth Information, Advice and Counselling Service (YIACS), partnering closely with the NHS, Local Authority, Education Providers, the Police and other Voluntary and Community Sectors organisations.

Since 2019, CDI has grown rapidly, with the largest growth being the expansion of our therapeutic services and outreach support. Our income has grown to £1.9m and our focus is now on consolidating our position and ensuring our infrastructure, processes and governance are robust to support our continued growth and long-term sustainability.

Job Purpose

This senior role is crucial in supporting CDI to consolidate its position and strengthen its infrastructure, processes and governance after a period of significant growth. Working closely with the Chief Executive Officer and Board of Trustees, this post will influence the strategic direction of the organisation to ensure its long-term sustainability. It will have primary responsibility for the safe, effective and financially sound operation of CDI's core functions.

The Director of Finance and Business Operations will embed a culture of strong fiscal management, effective controls and efficient processes. This post will be expected to provide critical financial information, analysis and insights, and advice and support on financial and strategic management issues, and emerging opportunities and risks, to the CEO, management team and Board of Trustees. You will lead our Central Team who provide Business Support and Administration to the wider charity, including in the areas of HR, Learning and Development, Administration. You will work closely with the Chief Executive Officer to ensure CDI meets its income generation goals through fundraising and commissioned services.

Key Accountabilities

1. To lead the fiscal management, planning and audit for CDI, including the preparation of budgets, monthly management accounts, cash flow projections and annual accounts. This includes working closely with the Treasurer and budget holders and supporting their development and understanding of fiscal management principles, including full cost recovery.
2. To Lead the HR Function of the organisation, working closely with our external HR Consultant to ensure that we provide the absolute best working environment and support to our staff and volunteers and respond effectively and compassionately when issues arise.

3. To work closely with the Chief Executive Officer in the application of funds and commissioned contracts, ensuring that income targets are met that sustain and grow the organisation in line with our strategy and business plan.
4. In conjunction with the Chief Executive Officer, hold a shared responsibility for supporting the development of governance processes, as directed by the Board of Trustees. This includes our approach to risk management, audit, compliance and assurance, providing the Board of Trustees with the information they require to provide appropriate challenge and scrutiny in the running of CDI.

Responsibilities

Management of Finances and Contracts

- In conjunction with the Treasurer and Chief Executive Officer, lead the annual and long-term financial planning to ensure the achievement of CDI's strategic aims and securing a sound financial base
- Leading on fiscal management and financial accounting, including reporting on all aspects of income and expenditure, and oversee monthly reconciliations and processing of payroll
- Management of CDI's auto enrolment pension scheme
- Preparation of financial reports and management accounts
- Improves coordination and communication of finances across the organisation, particularly to the managers, to increase efficiency and efficacy
- Assisting with fundraising and responding to grant proposals
- Lead the processing of contracts and grant agreements and to maintain a contracts register, ensuring that the organisation fulfils it's reporting requirements
- With the Treasurer, supports the financial auditing process and preparation of annual accounts

Management of HR function and the HREscape system to include:

- Accountable for the employee experience from their recruitment and on-going employment with CDI, and ensuring positive exit experiences from the organisation
- Working with our external HR consultant, embed a robust cycle of staff feedback, using tools like WeThrive Surveys, and work with the management team to identify and take forward recommendations
- Ensuring HR and Health & Safety policies are kept updated and CDI operate within current legislative guidelines
- Ensuring HR processes and information-sharing are linked to the payroll system
- Promoting CDI's Learning & Development ambitions, taking responsibility for Quality Assurance and ensuring that the charity is proactive in continuing to promote Equality, Diversity & Inclusion

Management of Information Technology

- To be responsible for the Charity's use of information technology, making recommendations and establishing systems to ensure that time and resources are being used effectively. Optimising operational systems, processes and policies, management reporting, information flow to assist improvement of process and organisational planning.
- Support the procurement and implementation of IT systems across CDI, including:
 - Financial Accounting & Planning
 - General administration and service monitoring
 - Database development and monitoring of Charity activity
- Development and maintenance of CDI website

Governance

- To support the Board of Trustees in discharging their legal duties and provide the Board with information to assure themselves on the safe and effective running of CDI.
- With the Board of Trustees and Chief Executive Officer, implement a revised cycle of Committee meetings to enable a greater working relationship between staff and trustees and provide a framework in which scrutiny can be applied to key areas of the charity.
- To ensure that the charitable company complies with all the requirements of Companies House and act in the role of Company Secretary
- With the Chief Executive Officer, ensure a robust risk management, governance and assurance process is in place to comply with regulatory bodies, legislation and statutory guidance
- To maintain and report on the short and long-term funding position of CDI in conjunction with the Treasurer
- To report breaches in policy, law or practice, especially safeguarding or child protection issues
- At the direction of the Board of Trustees, administrate and manage the organisation of the Annual General Meeting of the company

General

- To directly line manage staff within the Central Team, this is currently 4FTE.
- Support CDI's meeting forums including Management, staff Team meetings and the Annual Residential
- To comply with all CDI policies, procedures and guidelines
- The post holder is responsible for ensuring that the work that they undertake is conducted in a manner which is safe to themselves and others, and for adhering to the advice and instructions on Health and Safety matters given by Manager(s). If the post holder considers that a risk to Health and Safety exists, it is their responsibility to report this to their manager
- The post holder is expected to comply with the appropriate Code(s) of Conduct associated with this post
- It is the responsibility of all staff to minimise CDI environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water wastage and reporting faults promptly
- We operate a no smoking policy on our sites and in any settings where the post holder may be working
- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the remit of the role in discussion with the Chief Executive Officer and Board of Trustees

Commitment to Equality, Diversity & Inclusion

We have worked hard over recent years to significantly improve our awareness and commitment to the principles of Equality, Diversity & Inclusion. As a leader at CDI, you will take responsibility for championing CDI's diversity agenda by proactively promoting social justice whilst implementing initiatives to secure equality of access and outcomes.

The post holder will ensure that CDI maintains its strong commitment to achieving equality of opportunity in its services to the community ensuring that its workforce understands, complies with, and promotes our policies in their work. We are committed to ongoing Professional Development that encourages and develops our ability to challenge prejudice and discrimination.

Person Specification

Experience
Experience of working in a senior leadership position and proven ability to build and develop high performing teams through compassionate and person centred management
Experience developing and implementing robust and accessible KPI Frameworks and quality assuring work
Experience delivering HR and Financial functions and ability to learn new systems
Experience of delivering management supervision and of using own line management to reflect on practice, working under own initiative and as part of a team
Experience of leading a growing organisation and awareness of developing critical infrastructure
Skills
Strong executive leadership and organisational skills with a bias for action
Excellent relationship-building, interpersonal skills and high-level competence in communicating with professional networks
Collaborative, compassionate and confident, with an ability to unite and engage staff to a common purpose
Excellent organisational skills incl. high level of competency with IT/data collection & reporting systems
Staff supervision and performance accountability whilst managing cross-functional teams
A complete understanding of Equality, Inclusivity & Diversity and an overt commitment to providing an inclusive, anti-racist, culturally sensitive service
Ability to manage a complex workload, working competently on a time limited basis across a wide geographical area whilst supporting a large, multi-disciplined team
Ability to meet your own outcome measure & data requirements and to ensure colleagues successfully meet these requirements too
Knowledge
Excellent accountancy knowledge, including on areas of charity accounts and audit
Knowledge on the Mental Health Transformation agenda, including Integrated Care Systems would be advantageous (Desirable)
Knowledge of Charity Law and Governance requirements
Knowledge and awareness of the issues faced by children, young people and families (Desirable)
Qualifications & Training
A formal accountancy qualification (ACA/ACCA/CIMA) (Desirable)
Evidence of ongoing CPD relevant to this role
General
Genuine desire and enthusiasm to improve the lives of children, young people and families
Non-judgemental, empathic and child/YP-centred with a proven ability to engage effectively with young people and families
Be a Visionary – able to communicate and work toward the charity’s vision
A commitment to the aims and purposes of CDI