

SPITALFIELDS CRYPT TRUST
JOB DESCRIPTION

Post Title	Business Operations Manager
Responsible to	CEO
Purpose of Post	To oversee, support and continually improve SCT's operations in close collaboration with SCT's internal and external stakeholders, with a particular focus on the full potential of SCT's financial and property resources being realised for the delivery of SCT's charitable aims and objectives over the short, medium and long term.
Hours	35 hours/week (NB: part time will be considered)
Salary	£40,116 to £45,841 p.a.
Line management	Finance Administrator and Finance Volunteer(s)

Spitalfields Crypt Trust

Spitalfields Crypt Trust (SCT) is an East London charity embedded in the local community, providing practical help, support and training to people affected by homelessness or suffering from addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide a Recovery Hub (including an abstinence-based residential recovery facility, an addictions counselling programme and a Training & Development Programme), supported houses, a Housing First service, community supports, charity shops and two social enterprises supporting people in recovery from addictions to rebuild their lives. Our integrative approach is based on the concept of 'Recovery Capital', a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

We seek to recruit people with a good combination of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of SCT. (SCT - Equal Opportunities Policy 2.2 (i) and (v)).

Job Summary

Finance (80% of time approx.)

- Supporting the CEO, SMT and SCT's outsourced finance function in the design and delivery of the charity's long-term income and expenditure, including
 - advice on the income and expenditure of current and potential operations and services
 - key participation in budgeting, monitoring and reforecasting processes and discussions
 - negotiation of SCT supplier contracts
- Ensuring SCT's internal finance functions operate according to robust policies and procedures and well-organised records are maintained, promoting smooth operational functioning and compliance with applicable regulations (such as GDPR) and reporting requirements
- Monitoring, reviewing, reporting and advising on SCT's income and expenditure, liaising closely with SCT's outsourced finance function, ensuring accurate data and relevant information is available

4. Providing line management of the SCT's internal financial administrative functions and supporting other SCT positions involved in related areas such as housing benefit and client payments
5. Participating in Finance Committee and any other internal or external meetings to provide relevant input and advice, including acting as key operational contact for SCT's auditors throughout the auditing process
6. Overseeing, managing, developing and from time-to-time assisting in the administration of SCT's –
 - accounts payable and receivable (including obtaining authorisation, checking coding and forwarding remittances to suppliers, checking BACS payment batches from the outsourced finance function before authorisation, credit control of outgoing invoices, including updating debtors reports and following up payment queries with customers)
 - banking
 - payroll (in collaboration with SCT's external payroll provider)
 - petty cash
 - SCT credit cards
 - utilities
 - contracts register
 - insurance policy, contracts and claims.

Property (15% of time approx.)

1. Overseeing the maintenance and renewal of associated legal documents, leases, insurances, including landlord buildings insurances and freelancers
2. Dealing with and negotiating business rates for SCT's buildings
3. Overseeing any site maintenance contracts as required, e.g. annual waste contract
4. Liaising with landlords as appropriate.

Other requirements (5% of time approx.)

1. Ongoing development and administration of SCT's organisational risk register
2. Contribute to targets and plans as agreed with the CEO whilst contributing to the planning process
3. Maintain the security of sensitive personal and other confidential information in accordance with UK GDPR and the Data Protection Act (2018)
4. Attend meetings and events with partners as required, which may include some out of hours work
5. Maintain a broad and detailed knowledge of the SCT's services and funding needs
6. Identify own and direct reports' learning and development needs, liaising with the CEO and attending training seminars, courses and study days as appropriate
7. Undertake such other reasonable duties that may be required from time to time.

Key relationships

Senior Management Team

SCT's outsourced finance function

SCT Finance Committee

Finance Administrator and Finance Volunteers

Person specification

Essential criteria

- Demonstrable ability to review and accurately interpret financial data
- Strong financial communication skills and ability to adapt to all levels
- Experience managing and supporting budget holders
- People management experience or a strong desire to step into a people management role with a good understanding of line management requirements
- Excellent time management skills with the ability to prioritise own workload, deal with conflicting demands and work under pressure to meet tight deadlines
- The ability to work to a schedule of deliverables where requirements can change
- Strong analytical, problem-solving skills and methodical research skills with the ability to think creatively and strategically
- Excellent IT skills – particularly Excel but also including MS Word, Outlook and PowerPoint
- A willingness to work flexibly and proactively and respond to the emerging needs of the charity and our supporters
- Ability to work across teams and departments in a collaborative manner and to proactively engage colleagues on projects and initiatives
- A creative, enthusiastic and motivated 'can-do' approach
- Sensitivity to the complexities of cross-cultural communication and able to sustain good working relationships across multiple sites and in person
- An empathy with the aims, objectives and activities of SCT.

Desirable Criteria

- Knowledge and experience of charity finance management requirements and good practice
- 5+ years senior operational leadership