

Operations and Finance Manager Job Description 2024

Responsible to: Chief Executive Officer (CEO)
Starting Salary: £40,000 plus 5% employer's pension contribution
Working Hours: 35 hours per week
Office Base: 32 Cockburn Street, Edinburgh, EH1 1PB (with some travel across Scotland) with the possibility of a maximum of 2 days weekly home-working

Crew is an award-winning national charity based in Edinburgh. We reduce harms and stigma associated with stimulant drug taking by providing a range of services for young people, their families, friends and communities. Crew acts from a public health perspective with the input of people with living and lived experience.

Our Mission: To reduce drug and sexual health related harms and stigma, improving mental and physical health without judgement.

Our Values:

Accepting: non-judgemental, unconditional positive regard.

Genuine: being genuine and real with each other.

Empathic: understanding other people's journeys.

Justice-focussed: acting to change the balance of power towards justice, equality and human dignity.

Accountable: we trust in our courage to own mistakes and learn from them; we are realistic about what we commit to do, and we do it.

Role Purpose:

Supporting the CEO, volunteers and staff, ensuring the highest standards of service quality, effectiveness and efficiency and ensuring working at Crew offers opportunities for personal and professional growth. This includes Human Resources and recruitment management, overseeing management of resources, finance, our building, and the development, implementation and review of policies and systems.

Main Duties:

People Development:

- Line-manage the Services and Finance Officer (SFO).
- Maintain a high level of morale within the staff team ensuring that staff and volunteers receive regular supervision, support and development opportunities in line with Crew policies and procedures.
- Overseeing recruitment and induction of staff and volunteers.
- Maintaining, reviewing and developing HR records for staff and volunteers.
- Implementation of health and safety risk assessment, practices and management, including rotational emergency telephone/in person call-out duties on alternate months.

Finance:

- Oversee financial management, planning and reporting systems, income generation and controls, working closely with the Services and Finance Officer (SFO).
 - Present audited accounts at AGM.
 - Monthly reconciliation of all bank accounts.
 - Maintain the credit control procedure.
 - Monitor cash flow in accounts requesting money transfers to CEO as appropriate.
 - Monitor major grant draw-downs and process accordingly, updating records on Salesforce.

- Manage the organisation's budget, financial forecasting, payroll, reporting and cash flow.
- Research and produce ad hoc and quarterly management accounts/forecasts, and costings for new projects.
- Routine variance analysis in conjunction with Project Coordinators/budget holders and appropriate corrective action as necessary.
- Lead quarterly finance review and budgeting planning meetings with Project Coordinators/budget holders and the CEO.
- Ensure compliance with accounting and legal requirements.
- Produce and present Board and finance sub-committee reports and liaise with trustees and sub-committees on a regular basis.
- Ensure integrity of financial ledgers and trial balance.
- Oversee routine month end accounting entries in conjunction with the SFO.
- Support the professional development of the SFO.
- Main point of contact for external payroll bureau, auditor and bankers.
- Company secretariat including prompt Office of the Scottish Charity Regulator (OSCR) and all Company House returns.
- Complete annual data protection audit and General Data Protection Regulations (GDPR) compliance (Data Protection Officer).
- Prepare financial and service information for our annual audited report and accounts in line with current legislation and SORP, liaising with our incumbent accounting provider
- Prepare and develop the Crew annual budget in conjunction with the CEO and budget holders.
- Coordinate and lead the annual audit process.

Service Development:

- Ensure effective planning, resourcing and delivery of services, responsive to the needs of people we serve.
- Research and develop funding applications in line with strategic and operational priorities.
- Oversee the quality, health, safety and security of the running of our building, delegating day to day tasks to the SFO.
- Support and ensure efficient operational management and prompt quarterly reporting on services by Coordinators/project leads, in line with strategic and operational plans and funding agreements. Monitor and evaluate service quality and standards.
- In conjunction with the CEO, contribute to strategic planning and development of operational plans to achieve service goals and targets.
- Ensure that Crew meets legal and statutory requirements, including GDPR, and exceeds required standards for service delivery.
- Prepare in advance and attend regular support and supervision meetings with your line manager.
- Support the work of Crew in covering any reasonable request. Any request that becomes a regular activity will be added to your task description in negotiation with you.

Person Specification

Essential	Desirable
Aptitude/Abilities/Skills	
<p>HR management, performance management, and leadership skills.</p> <p>Office management and effective management of resources.</p> <p>Excellent verbal and written communication skills.</p> <p>Advanced ICT skills including office packages, financial systems.</p> <p>Excellent practical financial skills and experience, eg accurate quarterly and year-end financial reporting.</p> <p>Ability to balance competing priorities and meet agreed deadlines.</p> <p>Ability to demonstrate understanding, interpretation and working knowledge of charity and company law.</p> <p>Ability to demonstrate understanding, interpretation and working knowledge of data protection law.</p>	<p>Understanding of management of resources in the charitable sector.</p> <p>Experience of using a CRM/Sales database, eg Salesforce.</p>
Previous Experience	
<p>Management role within a voluntary organisation or public service setting.</p> <p>Experience and understanding of Human Resources processes.</p> <p>Proven track record of successful partnership and collaborative working with other agencies.</p> <p>At least 5 years' experience in finance.</p> <p>Contributing to funding applications.</p> <p>Successful maintenance of financial systems.</p> <p>Implementing data protection (GDPR) audit, cleanse and compliance.</p>	<p>Experience of working in health and social care in the voluntary sector.</p> <p>Experience in working with staff supporting people who take drugs.</p> <p>Success in obtaining funding and securing public contracts through competitive tendering.</p> <p>Charity SORP.</p> <p>Payroll.</p> <p>At least 2 years' experience of working in the voluntary/charity sector.</p>
Education Knowledge	
<p>Management qualification at degree or post graduate level in HR or equivalent.</p> <p>Part-qualified or qualified by experience in financial management.</p>	<p>CCAB/CIMA Qualification.</p>

General understanding of psychoactive drugs and harm reduction.	
Attitudes Personality	
<p>Commitment to Crew's non-judgemental ethos and understanding of need to work with people to effect positive changes.</p> <p>Commitment to organisational values:</p> <p>Accepting: non-judgemental, unconditional positive regard.</p> <p>Genuine: being genuine and real with each other</p> <p>Empathic: understanding other people's journeys.</p> <p>Justice-focussed: acting to change the balance of power towards justice, equality and human dignity.</p> <p>Accountable: we trust in our courage to own mistakes and learn from them; we are realistic about what we commit to do, and we do it.</p> <p>Ability to respond positively to constructive feedback and improve practice as a result.</p> <p>Committed and enthusiastic team player.</p>	
Other	
<p>Ability to work flexible hours including occasionally evenings and weekends with a time off in lieu (TOIL) system.</p> <p>Ability to work under pressure in an extremely busy environment.</p> <p>Ability to provide telephone and in-person emergency call out support on alternate months.</p>	

To apply for this post please complete and save the accompanying application form and return to applications@crew2000.org.uk by **12.00 Noon Monday 20th January 2025**.

Please note that we won't monitor this email address until after the closing date – please contact admin@crew2000.org.uk if you have a query.

Please note that we won't accept any applications received after this time and date

Interviews will take place **Monday 3rd February in person**.

Crew 2000 (Scotland) is a company limited by guarantee; registered in Scotland, company number SC176635 and a charity also registered in Scotland, SCO 21500.

Registered office: 32/32a Cockburn Street, Edinburgh EH1 1PB