Job Description

Post: **Operations and Finance Officer**

Scale: NJC Scale 9 £23,194 to Scale 11 £24,054

Responsible to: Operations and Finance Manager

Accountable to: Head of Operations and Finance

Hours of Work: Part-time or full-time   
 *(please indicate your preference in your covering letter)*

## Job Purpose

To support the maintenance and development of an effective, efficient and quality Operations and Finance Service.

## Main Duties

* To support the effective development and delivery of the Operations and Finance Service to meet the charity's needs.
* To provide a range of operation and finance support functions to the organisation, key areas are finance, human resources, health and safety, Information Management, performance requirements, compliance and quality control.
* Promote the aims, principles, policies, interests, and wellbeing of the organisation and protect its integrity and reputation.

## Key Responsibilities

### **1. Finance**

1.1. To lead on the preparation of information for the payroll provider and ensure relevant payments are made.

1.2. To lead on the preparation and processing of invoices for payment and receipt of payment.

1.3. To maintain petty cash records, debit card payments and supporting receipts in line with the finance and retention policy and meeting all HMRC requirements.

1.4. To input financial data onto the computerised finance system.

1.5. To monitor and report finance data

1.6. To support the preparation of financial data for funding applications, annual budgets, accounts, and tender documents etc.

1.7. Support with the day-to-day banking and cash requirements of the organisation

1.8. To support the development and maintenance of systems and procedures to meet the demands of the organisation

1.9. To lead on the maintenance of financial records including rent and trading.

1.10. To lead on the maintenance and processing of Gift Aid

1.11. To support development, implementation and monitoring of systems and procedures relating to current or future service delivery.

### Key Responsibilities 2. Human Resources

2.1. To ensure the relevant HR database is up to date, accurate and complies with legislation and maintain personal records of employees including the uploading of correspondence, induction training, appraisals and course certificates.

2.2. To assist with the recruitment process, including scheduling and organising and attending interviews, requesting references, arranging inductions and ensuring compliance in line with our Recruitment & Selection Policy.

2.3. To provide HR support to the Management team including, issuing offers of employment, resignation, acceptances, taking minutes of consultation/staff meetings and liaising with the senior management team on issues such as redundancy, disciplinary and grievances.

2.4. Support in the recruitment of staff, Trustees, volunteers’ students, and mentoring/training/supporting/supervising as required to ensure that they work and develop in line with Rotherham Rise values, philosophy, policies, and procedures.

2.5. Provide induction and training for new Rotherham Rise staff, trustees, volunteers, and students to ensure they understand the functions in relation to their job/role, including the facilitating basic training of organisational HR policy and procedures

2.6. Provide day-to-day support and supervise allocated staff, apprentices, volunteers, students, where necessary.

2.7. Ensure that an anti-discriminatory and non-directive approach is taken by staff, apprentices, students, and volunteers.

### Key Responsibilities 3. Operational

3.1. Provide bespoke support for allocated services, managers, and/or allocated area of specialism i.e. FrithSpace/ Community Support, Finance, Quality Control, etc.

3.2. Support the development of services and the systems to ensure performance requirements are met.

3.3. To assist with the management and implementation of operational functions.

3.4. Support the CEO and the Head of Operations and Finance with the management and implementation of operational and financial functions.

3.5. Lead on HR, H&S and delivery performance requirements, increasing effectiveness and efficiency

3.6. To support financial and operational development and implementation of organisational strategies, policies, practices, funding proposals and applications

3.7. Work flexibly within the context of this job role, including being deployed internally as required, develop, attend, and deliver activities in relation to any projects and services that Rotherham Rise delivers.

### Key Responsibilities 4. Information Management

4.1. To provide support with the ongoing development and maintenance of computerised information management systems including spreadsheets and databases, website and social media.

4.2. To lead on development, monitoring auditing, gathering, and collation of information for monitoring purposes, including inputting.

4.3. Support the production, collection and collation of performance statistics for internal and external reporting as required. E.g. funding claims, quality standards

4.4. To assist in the contact for insurance cover including keeping an asset register up to date and ensuring premises are covered under insurance policies

4.5. Support the development, implementation, and ongoing maintenance of procedure records relating to functions under the remit of business support and that support the wider organisation.

4.6. To be point of contact for ICT requirements, including software and hardware requirements.

4.7. Ensure the processing and handling of records and personal data is GDPR compliant, and support the process/monitoring of data subject requests 4.8 Support media functions to enhance engagement, promotion and development

### Key Responsibilities 5. Monitoring and Performance

5.1. To maintain manual/online information systems including filing.

5.2. Ensure all service contracts are collated, monitored and reviewed, providing recommendations for renewal. Completing audits /feedback/ follow up on actions as required to support quality control.

5.3. Ordering of supplies and maintaining a stock of resources and equipment that are stored and used safely.

5.4. To support procurement, review and monitoring of contracts associated to services and premises

5.5. To help promote health & safety and quality within the workplace.

5.6. To support and contribute to meetings, including minute-taking

5.7. To type a variety of documentation e.g. letters and reports and to ensure those produced by others are at the required organisational standard.

5.8. Support preparation for Management meetings and Directors Meetings

### Key Responsibilities 6. Information and Communication Technology

6.1. To assist with the monitoring, evaluating and initiating I.T. policies, systems, working practices and procedures to ensure an organisational approach to Information Technology and continuously improve service delivery.

6.2. To assist with the development and relationship of the IT support provider in line with the agreed service level agreement/contract.

6.3. To assist with the support and basic training of organisational software packages i.e. MS Office and RRise Database

### Key Responsibilities 7. Property Management

7.1. Provide customer service functions where required, via face-to-face, social media, email, written and phone.

7.2. Assist in monitoring, preparation and implementation of internal and external room/ function bookings.

7.3. To assist with ensuring the maintenance of the security of Rotherham Rise properties.

7.4. To assist with ensuring the maintenance, cleanliness and efficient use of the buildings and upkeep of furnishings.

7.5. Support the development, promotion, activities and the work of Rotherham Rise

7.6. Lead on ordering and monitoring supplies and maintaining a stock of resources and equipment that are stored and used safely.

7.7. Support the monitoring and implementation of maintained cycles for equipment and furniture,

### Key Responsibilities 8. Policies

8.1. Maintain a working knowledge of legislation in relation to the management of data. E.g. GDPR, Security of Information.

8.2. To contribute to the review and development of appropriate policies and procedures and the development of best practices.

8.3. Maintaining confidentiality throughout on all issues.

8.4. Comply with internal and external regulations, procedures and other requirements in relation to the organisation, its services and facilities.

### Key Responsibilities 9. Personal and Professional Development

9.1. Attend and participate in regular team meetings and supervision.

9.2. Undertake relevant training and professional development.

9.3. Maintain a working knowledge of legislation in relation to the management of data e.g. GDPR/ Data Protection Act/ Security of information

### Key Responsibilities 10. Other

10.1. To contribute to the organisation's work in maintaining existing and achieving future accreditations and standards

10.2. Contribute and support the charity's work with the community and enhancing social value to benefit the beneficiaries of the charity.

10.3. To support the organisation's ability to meet Social Value requirements related to contracts.

10.4. To support the charity in achieving its aims and objectives as outlined in the business plan.

10.5. Maintain knowledge and understanding of the organisation's work and the issues that affect the clients accessing services.

10.6. To undertake duties as required by the Board of Directors commensurate with the grade of the post.

## Personal Skills and Characteristics Essential Desirable Short

### Knowledge, Experience and Education / Training

**1.1. Relevant experience in business support/administration and be keen to progress within the field:**   
Essential: COVERING LETTER / INTERVIEW / SHORTLISTING CRITERIA

**1.2. GCSE grade C or above in Mathematics and English or equivalent:**Essential: COVERING LETTER / INTERVIEW / SHORTLISTING CRITERIA

**1.3. An NVQ L3 in Business Administration or A Level in Business Studies or CIPD Certificate in Human Resources, or willing to achieve.**Essential: COVERING LETTER / SHORTLISTING CRITERIA

**1.4. Experience in using Microsoft Office programmes, in particular Outlook, Word and Excel.**  
Essential: COVERING LETTER / INTERVIEW / SHORTLISTING CRITERIA

**1.5. Able to maintain office systems and procedures**.  
Essential: COVERING LETTER / INTERVIEW

**1.6. Sensitivity to the issues faced by women and children who have experienced domestic violence.**  
Essential: COVERING LETTER / INTERVIEW

**1.7. Understanding of confidentiality; handling of confidential and sensitive information.**  
Essential: COVERING LETTER / INTERVIEW / SHORTLISTING CRITERIA

### 2. Skills and Abilities

**2.1. Previous experience of working with a project management/finance system or HR databases**Essential: INTERVIEW / REFERENCE

**2.2. Excellent communication skills, both written and verbal with the ability to foster excellent working relationships with colleagues.**  
Essential: INTERVIEW

**2.3. Good customer care abilities with a compassionate and caring approach.**Essential: INTERVIEW

**2.4. Self-motivation and ability to work on own initiative and problem solve.**Essential: COVERING LETTER / INTERVIEW / SHORTLISTING CRITERIA

**2.5. Proven administrative, planning and organisational skills**Essential: COVERING LETTER / INTERVIEW / SHORTLISTING CRITERIA

**2.6. Ability to work to deadlines and under pressure.**Essential: INTERVIEW

**2.7. Ability to work flexibly in meeting the needs of the service.**Essential: INTERVIEW

**2.8. Good attention to detail and accuracy, taking a pride in achieving a high quality of work.**  
Essential: COVERING LETTER / INTERVIEW

**2.9. Good numeracy and literacy skills**Essential: INTERVIEW / SHORTLISTING CRITERIA

**2.10. Good organisational and administrative skills.**Essential: COVERING LETTER / INTERVIEW / SHORTLISTING CRITERIA

**2.11. A commitment to providing quality services.**Essential: INTERVIEW / REFERENCE

### 3. Desirable Criteria

**3.1. Understanding of and commitment to equal opportunities.**Essential: INTERVIEW / REFERENCE

**3.2. Experience of using Desktop Publishing packages.**Essential: COVERING LETTER

**3.3. Experience of using PowerPoint.**  
Essential: COVERING LETTER

**3.4. Experience of working in frontline services.**  
Essential: COVERING LETTER

**3.5. Hold a full clean driving licence and have access to a vehicle and be willing to obtain Business insurance if required**  
Desirable: COVERING LETTER

This specification has been prepared in accordance with the requirements of the organisation’s Equal Opportunities and Employment Policy(ies).

Whilst every effort has been made to outline all the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Also the post holder may, from time to time, be asked to undertake other reasonable duties commensurate with the grading of the post. ▪ We will undertake to make any reasonable adjustments to a job or workplace to counteract any disadvantages a disabled person may have.

Disabled applicants who meet the essential short-listing criteria will be guaranteed an interview.

In the event of a large number of applicants meeting the essential criteria, desirable criteria or occupational testing may be used as a further short-listing tool.