



Role Job Description

Introducing Chance UK

Chance UK is an award-winning early intervention children's charity founded in 1995. Our vision is for every child in the UK to feel happy about themselves, realise their potential, and be confident in their ability to build a brighter future.

The Charity provides a range of solutions focused support for children aged 5-13 and their parents and carers. We pride ourselves on developing evidence-based services, which put children at the heart of our work, and our services are designed to build social and emotional skills and resilience.

We are at the start of an ambitious 5-year strategy, which aims to help more children and families, expand the range of services we provide as well as challenging inequalities we see in the system and amplifying the voices of children and families we support.

Please note that Chance UK is committed to safeguarding and promoting the welfare of children and young people and therefore our recruitment process for this post will include an enhanced DBS check.

Post: Head of Resources

Reporting to: Chief Executive Officer

Direct reports: HR Administrator, Operations and Team Administrator, also managing relationships with external contractors for finance, IT etc.

Salary: £50,000 - £55,000 plus 5% pension contribution

Hours: 37.5 hours per week

Role purpose

Chance UK are looking for an experienced senior manager who is able to hold a broad portfolio of work across a range of resourcing areas for the charity. We are looking for someone who will maintain an overview of all of our administration and resources, while understanding and responding to the needs of both the staff team and the organisation. We need someone who is an effective communicator, with high levels of emotional intelligence, and who can be responsible for creating a supportive, positive and effective workplace.

This role is critical to the successful delivery of the organisations 5-year strategy and will have particular responsibility for developing our infrastructure and systems to enable the ambitious growth in services planned. The postholder will also lead on HR and organisational culture – supporting us to foster a positive and professional organisational culture and a staff team who are well supported and engaged.

About you

The successful candidate will need to be able to switch easily between problem solving and strategic thinking, a confident decision maker and able to manage multiple projects and tasks concurrently.

You will need a 'can do' attitude and to be a 'completer-finisher'. Responsible for ensuring the financial wellbeing of Chance UK, you will oversee organisational budgets, management accounts and long-term financial planning, as well as supporting staff through managing our people and equality, diversity and inclusion strategies. You will need to be comfortable with operating under and supporting staff to work within regulatory guidance for data protection and health and safety.

You will need to lead by example, modelling the organisation's values and approaches with internal and external stakeholders. The role will need to provide direction and manage the resources and administrative teams and support the teams through organisational development and change.

We are committed to developing the organisations people's policies and processes and creating an open, responsive, inclusive working culture for everyone who works at Chance UK.

Duties and responsibilities

The role has a wide range of duties and responsibilities across a number of resourcing areas including: Finance, Human Resources, Equality, Diversity and Inclusion, Data Protection and GDPR, IT, Premises and Health & Safety and Performance and Reporting.

Finance

- Ensure, in close co-operation with the Chief Executive and the Board, that an appropriate financial policy framework is in place to guide the charity's financial decision making. In particular reviewing and maintaining appropriate policies for reserves, core cost recovery, and other areas of financial impact.
- Oversee and manage an external finance and accountancy consultancy to deliver effectively Chance UK's financial management, accountancy and reporting needs including:
 - Maintaining effective financial controls to a high standard
 - Running payroll systems effectively
 - Reporting regular financial information so that the SMT and managers can effectively monitor and manage budgets
 - Producing the annual financial statements and completion of annual audit, in line with statutory and other legal requirements (e.g. SORP)
 - Producing regular cash flow projections and management accounts for the CEO, SMT and the Board.
 - Preparing Finance Committee papers on a quarterly basis
- Lead the annual finance planning processes in line with organisational planning cycles to ensure the development of a robust annual budget.
- Act as the main point of contact with HMRC, Companies House and the Charity Commission.

Human Resources

- Deliver the organisations people strategy
- Work with the CEO and SMT to continue to foster a positive organisational culture which delivers high quality work and where staff feel well supported and engaged
- Be accountable to SMT for the development and implementation of all HR policies and processes, ensuring that HR issues are adequately timetabled, discussed and represented at SMT meetings.
- Oversee the preparation of contracts and advise on performance related issues, using appropriate external assistance as necessary.

- Identify and evolve processes for staff appraisal and evaluation, and help to signpost and identify training and development opportunities to support staff development.
- Oversee the process of continual refining and improvement of recruitment, thorough induction and ongoing pastoral care practices for staff

Equality, Diversity and Inclusion (EDI)

- Lead the delivery of Chance UK's Equality, Diversity and Inclusion Action Plan across Chance UK.
- Provide support, advice and guidance to the staff team, SMT and the Board with regards to EDI development areas.
- Report to the SMT and the Board about organisational progress against the EDI action plan.

Data Protection and GDPR

- Oversee Chance UK's data protection strategy and implementation. Making sure that the organisation is complying with all of its GDPR's requirements.
- Ensure that all staff inside the organisation are trained and supported to handle and store data effectively and in line with all regulatory requirements.
- Keep across developments from the Information Commissioners Office and act as the main point of contact for the organisation with the commission and any other GDPR related queries

Premises and Health & Safety

- Ensure that the office environment is conducive to effective working for all staff, including developing with the SMT appropriate models of Hybrid working for Chance UK.
- Ensure all aspects of Health and Safety compliance are being managed and upheld in all of our operations.

ICT

- Understand the team technology needs and identify relevant and innovative equipment that can support those needs, for both personal and office use and effective Hybrid working.
- Take lead responsibility for the provision of IT and telecommunication services in liaison with external service providers
- Manage and regularly review the contract with IT and Telecommunications service providers and manage any tendering processes for new providers
- Ensure that the current systems develop and support the delivery of a new strategy with diverse services.

Senior Management Team

- Work collaboratively and effectively with the Chief Executive Officer and other members of the Senior Management Team to ensure that Chance UK delivers across all of its strategic objectives.
- Effectively line manage members of the Resources and Administration team to ensure that the team provides high quality support across the organisation.
- Maintaining a watching brief for administrative issues that may have legal or other implications for the organisation.

Performance and Reporting

- Support the production of operational plans and key performance indicators, and ensure that measurement of our impact is fully reflected in our performance reporting.
- Continuously improve the way that the SMT monitor and report performance (both monthly and quarterly) and work closely with SMT colleagues to ensure that reporting to the Board is done in an appropriate and effective way.

Person Specification

Person specification and selection criteria A= Application form, I = Interview	Essential Or Desirable	Method of Assessment (A or/& I)
Experience		
Proven, extensive experience in a relevant role with responsibility for financial and administrative management.	E	A&I
Experience in financial planning and strategy, and clearly communicating these to staff and trustees.	E	A&I
Demonstrable experience of managing effective and efficient staff teams in a small to medium sized organisation	E	A&I
Good knowledge of HR compliance and practices including EDI strategy and practice	E	A&I
Experience of developing a positive, high performing organisational culture	E	A&I
Experience of leadership and working at a senior level within an organisation	E	A&I
Experience of working in and responding to a regulatory environment with the ability to oversee Chance UK's obligations under GDPR and Health and Safety legislation	D	A&I
Educational / Vocational qualifications		
Recognised finance qualification (eg ACCA, CIMA, CIPFA, ACA)	D	A
Recognised HR qualification	D	A
Skills		
Ability to lead a high performing team	E	A&I
Ability to work collaboratively with other senior managers	E	A&I
Ability to work on multiple complex projects at the same time	E	A&I
Strategic thinking and analysis	E	A&I
A high level of financial literacy	E	A&I
Ability to problem solve and deal with high levels of ambiguity	E	A&I
Strong ability to effectively communicate to a range of different stakeholders	E	A&I
Adept at leading organisational planning processes	E	A&I

The job description is a general outline of the job duties and responsibilities and may be amended as the project develops. The post holder may be required to undertake other duties as may reasonably be required from time to time.

The post holder will be joining the team at a time of significant evolution, so they should expect, and be able to adapt to significant change in responsibilities over the period of the role.