**Job title: Finance & Admin Manager**

**Hours: 14 hrs per week can be worked flexibly**

**Salary: £29,000 p.a. pro rata**

**Reports To: Chief Executive**

Clackmannanshire Women’s Aid is a registered charity which exists to provide information, support and refuge for women, children and young people who have been subjected to or are still experiencing domestic abuse. Our vision is a world without domestic abuse, that it is a possibility and that changing attitudes, will change lives.

**Job Purpose:**

* Provide administrative and financial duties for Clackmannanshire Women’s Aid in support of services delivered to women, children and young people who have experienced domestic abuse.
* Contribute as a team member to meeting the aims and objectives of Clackmannanshire Women’s Aid.

**Key Activities:**

* Provide clerical support to the Chief Executive, Board and the staff team. It is essential that this post has an understanding of confidentiality at all levels of operation across the organisation. The role involves office-based administration and financial tasks including: assisting in the preparation of agendas, minutes, letters and reports for Board and other SMT meetings; typing documents, writing funding applications, reports, letters, memos, etc. using Microsoft Word, Excel Power Point and Outlook; preparing forms, files and service user packs; manual filing; photocopying, management of mail and maintenance of finances and keeping records as required using Xero and Excel.
* Receive and check deliveries into the main office.
* Assist in opening confidential mail and its distribution or filing.
* Ensure effective communication and co-ordination within the team and in liaison with other agencies.
* Checking info@ email account or recruit@ email account, website, answering machine messages daily. Ensuring re-routing, where necessary, of correspondence and phone calls.
* Daily updates will be required to the nationally accessible Routes To Support Refuge database.
* You will be responsible for your own workload, administration and record keeping.
* You may be asked to assist in sourcing and applying for future organisational or project funding.
* Assist in the organisation of internal and external meetings using MS Teams, Zoom, Doodle Polls and or MS Outlook.
* Maintain databases and keep records/statistical information using Microsoft Excel applications, update office records, refuge, women and children’s information packs and files.
* To be responsible for the day-to-day finances of the organisation including petty cash, book-keeping (using Xero) & payment of bills.
* Work with the external Finance Services Provider to ensure quarterly management accounts and a finance report is produced for the Board and to assist in Board meetings with minutes.
* Work with the CEO, Board and Financial Services Provider to produce the Report and Accounts each year and undergo the process of Independent Examination of the Organisation.
* To provide administrative work for the Management Team, including timely preparation of agendas & minutes for Management meetings.
* To open, prioritise and oversee all incoming mail and take responsibility for outgoing mail.
* Reconcile bank and financial transactions, certify invoices for payment & process expenses for staff.
* Prepare and monitor the organisational budget with the CEO and project budgets their variances and produce a report for the board.
* Prepare payroll for all staff using the payroll software.
* Prepare grant claims and accurate reports of spending on each project or the organisation in a form suitable for external funding bodies.
* Prepare reports for funding bodies as required.
* Prepare reports for the management team and advise on all financial matters.
* To maintain, develop and manage computer & paper-based filing systems.
* The day-to-day management of the main office building including organising equipment & office repairs & liaising with the CEO and landlord.
* The day-to-day management of stationery, office supplies, refreshments for staff & service users.
* To attend regular meetings with the Management Team.
* Other ad hoc duties required by the Management Team.
* Administer social media accounts when necessary.
* Actively support the SMT in promoting a high-quality service, complying with appropriate legislation, regulations, policies and procedures. Demonstrate commitment to updating knowledge and skills through training and development.
* Perform other duties as reasonably directed.

**Directly Working with Service Users**

* To work, and interact with service users, in a way that acknowledges a gender-based analysis of Domestic Abuse as outlined by the Scottish Government and Scottish Women’s Aid.
* To receive new service user referrals to the service.
* To co-ordinate assessments of new referrals to the service.
* To support women, young people and their children in signposting to other services.
* To liaise with other agencies for those service users who choose/require a multi-agency approach.
* To field calls coming into the organisation.
* To respond appropriately in crisis situations to any service users who approaches the service in need of help and support.

**Ensuring Standards for Service Users**

* You will be responsible for keeping yourself informed of Clackmannanshire Women’s Aid Policies and Procedures.
* To model and develop a reflective approach to your work.

**Training**

* You will be required to undertake basic domestic abuse training, child protection and adult protection training and GDPR training during your induction period.
* You will identify and participate in training and continual professional development and assist your line manager in understanding your training needs.

**Work with other Agencies**

* Liaising with external agencies regarding the work Clackmannanshire Women’s Aid do.
* Your work and contacts with other agencies should always be informed by your job purpose and Clackmannanshire Womens Aid Policies and Procedures.
* You will be required to liaise with agencies such as housing associations, Local Authorities, solicitors, police, social work, and education staff to ensure thorough service provision for our service users.

**Evaluation**

You will undertake reports and evaluations as required by your Line Manager.

**Physical, Mental, Emotional and Environmental Demands of the Job**

There is a need to ensure confidentiality is always maintained, in line with organisational practices. You will often deal with confidential and sensitive information, both through your own workload and through attendance at meetings.

The post holder will also have regular contact with the public, often women and children are frightened or in crisis and may give personal or distressing information about themselves or their family. The post holder must be able to handle such support calls or face to face encounters with tact and sensitivity and ensure that the information is disclosed only to those who have the right and need to know.

The ability to work within a very busy team, whilst staying focused on your own workload and responsibilities is essential.

**Special Requirements**

Occasional evening work may be required.

Clackmannanshire Women’s Aid is committed to providing a high standard of service to its users and other stakeholders. The post holder will share a commitment to achieving the aims and objectives of Clackmannanshire Women’s Aid

Clackmannanshire Women’s Aid strives to be an equal opportunities employer

Note: this job profile is intended as an outline of the responsibilities and qualities required for the post, and does not form part of terms and conditions of employment

This post is open to women only (Equality Act 2010 Work Occupational Requirement Exception, Schedule 9 Paragraph 1). Clackmannanshire Women’s Aid welcomes applications from women from all sections of the community.

**Person Specification: Finance & Administration Manager**

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| Qualifications, Training & Relevant Experience | ESSENTIAL | DESIRABLE |
| Good general level of education | ✓ |  |
| At least 2 years’ experience working in an environment requiring similar knowledge and skills. | ✓ |  |
| Knowledge and understanding of domestic abuse issues or capacity to acquire such an understanding | ✓ |  |
| Use of Xero | ✓ |  |
| Experience of working in the charity sector |  | ✓ |
| Experience of writing Board level financial reports and presenting to Boards | ✓ |  |
| Experience of producing budgets and management accounts | ✓ |  |
| Experience of writing fundraising bids or tenders and funder reports and claims |  | ✓ |
| Experience of administering payroll systems and pension payments | ✓ |  |
| Finance or administration qualifications | ✓ |  |
| Experience of year end report and Accounts and Independent Examination or Audits in the Third Sector |  | ✓ |
| Competencies | ESSENTIAL | DESIRABLE |
| Ability to work with standard office equipment and IT systems working with Microsoft Office or similar | ✓ |  |
| Experience of working with and Using MS Teams and Zoom |  | ✓ |
| Good written and verbal communication skills | ✓ |  |
| Organisational and IT skills appropriate to level and type of job | ✓ |  |
| Ability to prioritise and work within teams to achieve shared objectives | ✓ |  |
| Comfortable with various social media platforms (Facebook, Twitter, Instagram) and able to update social media accounts |  | ✓ |
| Personal Qualities | ESSENTIAL | DESIRABLE |
| Committed, effective, cooperative. | ✓ |  |
| Acts with integrity and respect when working with individuals and agencies. | ✓ |  |
| Able to form effective working relationships with service users and colleagues | ✓ |  |
| Drive and determination to provide the best possible services for women, children and young people. | ✓ |  |
| Commitment to the values of Clackmannanshire Women’s Aid | ✓ |  |
| Special Requirements | ESSENTIAL | DESIRABLE |
| Occasional evening working | ✓ |  |