mind York

Recruitment Pack

Head of Finance and Operations

Thank you so much for your interest in working with us.

We believe that a diverse staff team helps us to live our values, stay creative and gives us new perspectives, so we absolutely want to make our roles as accessible as we can, to the widest range of applicants.

In this pack you should find all the information you need to find out what we're about and whether this is the right role for you.

This includes:

- The job description and person specification
- More about us, our values, and what we offer
- Our application process

About the role

The role will sit within York Mind's Senior Leadership Team and work closely with the Chief Executive Officer and Board of Trustees. The postholder will lead the organisation's financial management, providing clear financial insight, advice and assurance to support effective decision-making and long-term financial sustainability.

Alongside this, the postholder will provide strategic leadership and oversight of wider operational functions and resources, working collaboratively with established managers who retain responsibility for the day-to-day delivery of their respective areas. The role will support organisational effectiveness, sound governance, effective use of resources and the continued development of systems and processes that enable York Mind to deliver its services.

Job Description

Job title:	Head of Finance and Operations
Location:	York Mind, Highcliffe Court, York, YO30 6BP
Office based/hybrid working:	Hybrid working with a minimum of 1 days in the office at Highcliffe Court.
Salary:	£42,000 per annum pro rata
Contract type:	Permanent
Hours:	21 hours per week
Responsible to:	York Mind CEO
Responsible for:	Operations Manager, HR Manager, Finance Officer
Aim of the role:	To provide effective financial management and operational leadership for York Mind, ensuring that the organisation's financial resources, systems and support functions are managed efficiently, sustainably and in line with its strategic objectives. The postholder will lead the charity's financial management, providing financial insight, oversight and advice to the Chief Executive Officer, Senior Leadership Team and Board of Trustees. The role will also provide strategic oversight of wider operational functions, including HR, IT, governance, facilities and organisational resources, working collaboratively with the relevant managers and providers who are responsible for day-to-day delivery. The postholder will help strengthen organisational effectiveness, support sound decision-making and ensure resources are focused on achieving the charity's objectives.
Core deliverables:	**Financial:** • To provide financial leadership for York Mind that supports and enables our strategic vision.

	• To work closely with the Senior Leadership Team and ensure that our financial resources are effectively utilised to ensure delivery of all our projects. • To oversee all day to day operational financial tasks to ensure smooth running of the organisation • To ensure full financial compliance in line with SORP and all other legal requirements required by charitable and company law. **Resources:** • Oversee the effective management of organisational resources, including people, premises, technology, and procurement. • Ensure corporate services operate efficiently and provide high-quality support to frontline delivery. • Lead business continuity, risk management, and organisational resilience planning. • Develop systems and processes that improve operational effectiveness and value for money. • Ensure appropriate contracts, supplier relationships, and procurement arrangements are in place.

Key duties:	Financial Leadership and Management Lead the charity's financial planning, budgeting, forecasting and financial performance monitoring, providing financial advice and guidance to the Chief Executive, Senior Leadership Team and Trustees. Prepare and present regular management accounts and financial reports, ensuring managers and budget holders have the information needed to manage their budgets effectively. Oversee the development, review and monitoring of organisational and project budgets, including reviewing budgets at bid stage, monitoring expenditure throughout project lifecycles and ensuring effective use of restricted and unrestricted funding. Support the charity's financial sustainability through oversight of cash flow, reserves, financial risks and the financial implications of organisational plans. Provide oversight and assurance of day-to-day finance operations, ensuring effective financial systems and controls are maintained through the Finance Officer and any external providers. Oversee payroll processes in conjunction with the HR Manager and external payroll provider, ensuring appropriate checks, authorisation and financial controls are in place. Ensure financial returns to funders are accurate and submitted within agreed deadlines, working with relevant managers to monitor project expenditure and reporting requirements.

	Oversee the preparation of annual accounts and coordinate the external audit process, ensuring financial records and supporting information are accurate and statutory deadlines are met. Develop, review and maintain financial policies, procedures and controls in line with organisational requirements. Operational Leadership and Management Provide management oversight of the charity's corporate and operational support functions, ensuring they effectively support organisational priorities and service delivery. Work collaboratively with the HR Manager and Operations Manager to ensure effective coordination of organisational resources, systems and support services. Monitor the effectiveness of corporate and operational services, identifying opportunities to improve processes, efficiency and value for money. Support organisational planning and ensure financial, staffing and operational resources are aligned with the charity's priorities and available funding. Promote effective communication, collaboration and joined-up working across corporate and operational functions. Governance, Risk and Compliance Support the Chief Executive and Trustees in maintaining effective organisational governance, risk management and compliance arrangements.

	Ensure the charity meets its financial and statutory obligations under charity and company law, including compliance with the Charities Statement of Recommended Practice (SORP). Oversee the timely completion and submission of statutory returns and regulatory information, including the Charity Commission annual return. Ensure organisational policies, procedures and compliance frameworks are maintained and reviewed in collaboration with the relevant managers. Support the identification, monitoring and management of organisational risks, including financial, operational and business continuity risks. Maintain oversight of the charity's legal and statutory documentation, insurance arrangements, leases and key contractual commitments. People Management and Development Provide direct line management, supervision and support to the HR Manager, Operations Manager and Finance Officer, ensuring clear objectives, accountability, effective performance management and opportunities for professional development. Support managers in identifying workforce and resource requirements to ensure staffing capacity is aligned with organisational priorities. Work with the HR Manager to ensure effective people management practices, HR policies and employment procedures are in place and consistently applied.

	Promote a positive organisational culture, encouraging effective communication, collaboration, staff development and accountability. IT and Digital Development Provide management oversight of the charity's IT systems, infrastructure and digital requirements, working with the Operations Manager and external providers. Ensure appropriate arrangements are in place for information security, data protection and cybersecurity. Support the identification and implementation of digital improvements that enhance organisational efficiency and effectiveness. Ensure IT systems and technology provide appropriate support for staff and organisational needs. Procurement and Contract Management Ensure appropriate procurement and purchasing procedures are in place, demonstrating value for money and responsible use of charitable funds. Maintain oversight of key supplier relationships, contracts and service agreements, working with the relevant managers. Ensure appropriate tendering, purchasing and contract management controls are followed. Identify opportunities to improve supplier performance, service quality and cost-effectiveness.

	Strategic Planning and Organisational Development Contribute to the development and delivery of the charity's strategic and operational plans, ensuring financial and corporate services considerations inform organisational decision-making. Provide financial and operational advice to the Chief Executive and Senior Leadership Team to support effective planning, organisational sustainability and resource allocation. Support organisational development and change by ensuring appropriate financial controls, management structures and corporate support systems are in place. Identify opportunities to strengthen organisational resilience, improve efficiency and ensure resources are used effectively to maximise the charity's impact. Provide oversight and assurance of day-to-day finance operations, working with the Finance Officer and any external providers.
Other duties:	• Work within York Mind values • Ensure a commitment to quality, working within York Mind's policies and procedures • Actively engage with line management • Contribute to the wider development of York Mind • Be a champion for mental health • Work collaboratively across other York Mind services to help achieve the strategic vision of the organisation The post holder from time to time may be required to carry out any other duties, which are within the scope,

	spirit and purpose of the job as requested by the line manager. If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Person Specification

Please try to give us much evidence as possible to show us where and how you meet the requirements of the role. Feel free to tell us about projects you've worked on, awards you've won, training you've undertaken, or developments you contributed to. This can include experience from outside of paid work such as volunteering or caring responsibilities.

Criteria	Assessed at	
	Application	Interview
Knowledge, skills and experience		
Significant recent experience of working in a finance role and able to demonstrate experience of leading on all aspects of financial planning, management, governance as well as wider experience of operations and people management.- **Essential**	✓	✓
Experience of managing or overseeing finance within a charity or not-for-profit organisation.- **Desirable**		
Experience of setting budgets at both an organisational and project level -**Essential**	✓	✓
• Good working knowledge of charity finance, including relevant accounting requirements, restricted and unrestricted funds, budgeting and financial reporting.- **Desirable**		
Experience of charity accounting and the legal framework that underpins this including the preparation needed for the Annual Accounts (FRS102) **Desirable**	✓	✓
Experience of producing financial reports in a variety of formats required by different audiences - **Essential**	✓	✓
Significant working experience of accountancy software – **Essential**	✓	✓

Experience of supporting non-financial staff to ensure good financial governance is embedded across the organisation- Essential	✓	✓
● Experience of financial planning, budgeting, forecasting and communicating financial information to non-financial colleagues and senior leaders.- **Essential**		
Experience of developing and implementing plans to cover the annual financial cycle of activities **– Desirable**	✓	✓
Experience of working with a Trustee Board and/or senior managers to provide management accounts and relevant information related to key performance indicators- **Essential**	✓	✓
• Experience of leading, managing or overseeing people, teams or functions. **Essential**	✓	✓
Knowledge of different funding streams, of grants, contracts and restricted and unrestricted funding and full cost recovery. – **Desirable**	✓	✓
Understanding of legislation and processes around people and operational management and oversight. **Essential**	✓	✓
	✓	✓
	✓	✓
Understanding of employment legislation and HR practices.- **Desirable**	✓	✓
=Understanding of organisational governance, risk management, compliance and internal controls.- **Essential**	✓	✓
Experience of leading and developing teams.- **Essential**	✓	✓
Proven ability to lead policy development and embed consistent organisational practices across teams and functions.- **Essential**	✓	✓
● Ability to influence, build effective working relationships and support managers to deliver shared organisational objectives.- **Essential**		

Practical skills		
Experienced in using software packages to an intermediate level: MS Outlook, Word, Excel, PowerPoint **Essential**	✓	✓
Able/willing to learn to use a range of video conferencing platforms – **Essential**	✓	✓
= • Ability to prioritise competing demands and work autonomously within a part-time role. – **Essential**	✓	✓
Values and attitudes		
A commitment to the York Mind values	✓	✓
A commitment to work with the widest range of communities possible to make sure our organisation is representative and inclusive	✓	✓
Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary	✓	✓
Additional requirements		
The ability to work flexibly, including occasional evening or weekend working to support events and fundraising activity (with time off in lieu).	✓	✓

You need to be eligible to work in the UK to be considered for this role.
We are committed to safeguarding children and vulnerable adults and therefore any successful candidate will be subject to a DBS check and will be asked to provide two satisfactory references.

* Experience – you should be able to draw on four or five different examples you could use to describe your experience*

*Significant experience – you should be able to comfortably draw on a range of experiences from a few different situations learnt over a period.

About Us

York Mind is a vibrant and compassionate organisation, working to promote recovery from mental ill-health, improved emotional wellbeing and independent living. We offer a range of both face-to-face and digital services for adults and young people, including 1:1 support, group support and advocacy.

An independent charity governed by a group of local trustees, York Mind is a part of the Mind Network, made up of 100 organisations across England and Wales delivering services, campaigning and giving a voice to people with mental health problems, their families, carers and communities.

Our team really care about making a difference and come together to make a change for people's mental health.

Here are some quotes from our service users:

"The service was easy and quick to access. Very friendly and welcoming."

"You were easy to talk to and listened to me. Everyone in the hub seemed nice. It is good to know that the service is there if I do need it."

"I now feel able to talk and share worries and feel less lonely."

"The staff at Mind are the nicest people, so helpful and so supportive that I couldn't wish for nicer people to speak with. Thanks to you all for what you do."

Our Values

For us, these aren't just words on a page. We aim to live by them and to incorporate them into everything we do.

Being Brave – We find the courage and compassion to connect with and walk alongside others, providing encouragement through difficult times towards better days.

Standing Up – We dedicate ourselves to advancing mental health appreciation and championing the conditions that enable people to be well.

Developing Together – We listen to, learn from and help one another, to grow stronger and become better able to serve our community.

Actively Seeking – We are realistic about the scale of the challenge to achieve equity of standing for mental health and wellbeing. We hold on to hope that through our work, things can and will improve.

Being Pragmatic – We make decisions based on what's possible and works for individuals. We are down to earth, communicating clearly and with kindness.

What we offer

Hybrid working – Many of our roles offer hybrid working arrangements, but this is role dependent, so please check the terms and conditions of the role to which you are applying. If you prefer to be fully office based, you may also have this option.

Flexible working arrangements – We try to accommodate flexible working arrangements where possible, to promote work life balance.

Flexitime – We offer the option for staff to accrue up to 7 hours of flexitime. These hours can be used to take some time to rest, either in part days (for a long lunch or early finish) or in full days (for a duvet day or just to catch up on "life admin").

Staff Support – In a recent staff survey, 90% of our staff agreed that they felt able to speak to their line manager about their wellbeing, and 85% agreed they feel able to speak to their colleagues. We also offer access to an independent employee assistance programme to support our staff.

Annual leave – We provide 25 days annual leave (excl. bank holidays). On completing 2 years continuous service, full time employees are entitled to an additional 1 day of annual leave per year, up to a maximum of 30 days. All leave is pro-rated for part time employees. We also offer the option to buy additional leave.

Above average pension contribution – York Mind pay 6% employer pension contribution.

Professional body membership fees – Where this is an essential part of your role, you can claim these back.

Working in a values-based organisation – this means that our values guide our strategy, decision-making and day-to-day work.

Application process

To apply for this position please email a comprehensive CV and supporting statement through to jobs@charityhorizons.co.uk. Please put the reference 'York Mind' in the subject of your email.

In your supporting statement please identify the experience you have in relation to the key aspects of the Person Specification and summarise your interest in the role and organisation. Please ensure both CV and supporting statement are sent in a Word document format.

Please note: If you would like to submit an application or express your interest in an alternative format, such as audio or video upload, please contact us, we will be happy to advise on this.

If you require any adaptations for this initial engagement, then please do also advise.

Charity Horizons is an equal opportunities employer and as such actively promotes equality, diversity and inclusion in the workplace. We welcome and encourage applications from all suitable candidates irrespective of age, disability, hidden disability, race or national origin, religion or belief, gender, gender expression, political view, sexual orientation, medical condition and pregnancy.

Closing date for applications:	Friday 27th November
Interview date:	Wednesday 9th December (or Thursday 10th December)