



<b>JOB DESCRIPTION</b>	
Job title	Director of Finance & Operations
Job description last updated	August 2024
Reporting to	Chief Executive
Direct report/s	Bookkeeper/Office Manager
Department	Finance & Operations
Other key relationships	<ul style="list-style-type: none"><li>- Head of Programme Development</li><li>- Director Strategic Development</li><li>- Board of Directors</li></ul>
Salary	£60k - £65k per annum pro rata, depending on experience
Hours	21 hours per week
Location	Hybrid - minimum 10 hours per week working from Creative United's offices in Central London

**Purpose of role:**

- To provide strong and effective strategic leadership across the financial and operational functions of the business
- To lead on the management and development of Creative United's internal systems and processes, including all finance, information systems and health and safety obligations
- To work as part of the Senior Management Team to ensure the operational excellence of all programme activities
- Working closely with the Chief Executive, to play a key role in the development of new initiatives to ensure that they achieve both the social and economic objectives of the business
- To be responsible for the development of robust systems and processes for the accurate and effective reporting of financial and statistical data relating to our programme activities
- To support Creative United's relationship management with its key funders and stakeholders
- To be responsible for compliance with all regulatory matters pertaining to the business including GDPR and credit brokerage activities (authorised and regulated by the FCA)

**Key objectives:**

- To be instrumental in the development and delivery of new programmes and initiatives to help the business grow and achieve its objectives, in particular with regard to developing excellent operational and reporting systems

- To provide commercial and financial analysis and recommendations to support the successful implementation of these new programmes and initiatives
- To lead and advise all areas of the business on managing reporting and forecasting financial and operational performance of the business
- To lead on the preparation and publication of the Company's annual report and financial statements
- To ensure that Creative United meets its obligations to regulatory bodies and tax authorities
- To deliver continuous business improvement through effective relationship management with staff and key service providers (IT, HR, Accountancy/Payroll, CRM)
- Support the team to ensure that the operational side of the business functions effectively for staff working in the office and from home

#### **Main responsibilities:**

##### **Strategic Leadership and Management**

- Preparing and presenting financial reports at Board and Senior Management Team meetings
- To support the Company's business development goals and objectives by providing strategic insight on areas such as resource planning, risk assessment and infrastructure requirements, working to the briefs set by the Chief Executive
- Supporting the team with the use of core business systems and processes
- To develop a network of contacts and relationships to help Creative United achieve its objectives through its initiatives
- To play an active role in the business planning process including assessing the feasibility of new programmes and income streams

##### **Financial**

- To oversee the day-to-day financial administration of the business including bookkeeping, credit control, payment processing and other associated duties
- To be responsible for managing payroll and monthly contributions to the Group Pension Plan and VAT return to HMRC
- Acting as senior financial controller and primary contact for auditors and statutory bodies.
- To present management accounts, financial forecasts and business planning documents for the Board and other working groups, as required
- To provide support and advice to budget holders within the company to set and monitor departmental budgets

- To prepare and submit all necessary documents with Companies House, Financial Conduct Authority and all other relevant regulatory authorities
- Developing financial models for new services and activities.
- Enhancing financial and accounting systems and controls.
- Supply of timely, reliable financial and management information including management accounts, key performance indicators, insightful commentary on performance and forecasts, and identification of opportunities for improving financial performance

**Operations**

- Lead on retendering processes for key service/supplier contracts – eg Credit Providers, IT services, office lease, phone systems etc
- Effective management of contracts with key service providers
- Ensuring compliance across the organisation with business management policies and procedures
- Line management of the Office Manager and Bookkeeper/Finance Assistant roles within the team structure

**General responsibilities**

- To support the Chief Executive with conducting robust risk assessments for this business identifying the key threats to the business achieving its aims
- To ensure that the business has the appropriate insurance in place for all its activities and initiatives
- To undertake any other tasks that might reasonably be required from the Chair or Chief Executive to support the effective management growth and development of the business as a whole

**Person Specification**

Competencies Required	Essential	Desirable
Skills and understanding	<ul style="list-style-type: none"> <li>• ACA, ACCA, or CIMA qualified</li> <li>• Senior level experience within the finance and operations functions of a small business</li> </ul>	<ul style="list-style-type: none"> <li>• Development and use of Customer Relationship Management software systems and processes within a small business setting</li> </ul>

	<ul style="list-style-type: none"> <li>• Highly proficient in business systems including Microsoft Office packages and experience as a system super user or administrator.</li> <li>• Excellent problem solving and analytical skills with high attention to detail.</li> </ul>	
Previous experience	<ul style="list-style-type: none"> <li>• At least 5 years' experience at Senior Management Level.</li> <li>• Line management experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with working with a board of directors within a previous role.</li> <li>• Experience of working in or with organisations that are involved in the arts, cultural or creative industries.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Able to commit to a minimum of 2 days per week working in Creative United's central London office</li> <li>• Willingness to travel and to undertake occasional evening and weekend hours required (for which time off in lieu will be provided)</li> </ul>	
<b>Key attributes</b> <ul style="list-style-type: none"> <li>• Strategic thinker with an ability to recognise and deliver on opportunities for business growth and improvement.</li> <li>• Collaborative and committed to building and maintaining strong relationships with colleagues and external stakeholders.</li> <li>• Able to influence others using analytical skills and thinking to make</li> </ul>		

recommendations and win the support of colleagues.

- Detail orientated with a strong grasp of statistical and financial data and an ability to communicate these in a manner that can be easily understood by others.
- Solutions focused and adaptable to change
- Comfortable with working with a wide variety of IT and business management tools including accountancy software, Microsoft 365, MS Office applications (and in particular Excel), Customer Relationship Management platforms etc.
- Excellent communication and active listening skills.

### **Organisation Values**

Creative United looks to all its team members to demonstrate how they uphold the organisations values in their work. Creative United's values are:

#### **Integrity**

- All members of the team carry out their responsibilities in an open, honest and transparent way and uphold this value in all their dealings with each other.

#### **Creativity**

- We think creatively as a team and to create an environment where individuals have confidence to put new ideas forward to address challenges and move the business forward.

#### **Entrepreneurial Thinking**

- We are a dynamic, evolving organisation that works both within not-for-profit and commercial sectors and our workforce reflects this in their drive to bring new products and services to market that deliver both social and financial returns.

#### **Inclusivity**

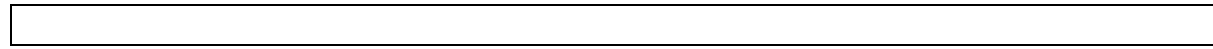
- We believe that everyone should have the ability to engage with arts and creativity. Our team is therefore approachable, accommodating and understanding of the needs and circumstances of others and treat all customers, colleagues and stakeholders with respect.

#### **Innovation**

- The organisation does not stand still and neither do our team. Everyone at Creative United is always on the lookout for new ways of working and opportunities to make what we do bigger and better.

#### **Accountability**

- Everyone at Creative United has ownership over what they do and is accountable for both the successes and learning opportunities from their work. We also expect that everyone will celebrate and support the achievements of their colleagues.



### **Equal Opportunities**

Creative United is committed to diversity and inclusion in its recruitment and employment practices and policies. Our mission is to create an inclusive and diverse team of people, whose differences are our strength.

If you would like to discuss any accessibility requirements for the recruitment process for this or any other role at Creative United please contact us on [recruitment@creativeunited.org.uk](mailto:recruitment@creativeunited.org.uk) and we will be happy to discuss your needs.