



Citizens Advice Birmingham

Recruitment Pack

Role: Finance & Facilities Manager

Closing Date: Monday 18 September 2017 at 12 noon

Interview Date: Wednesday 27 September 2017

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Introduction

Thank you for your interest in applying for a post with Citizens Advice Birmingham. We do appreciate the time and effort it takes to compile a good application and thank you in advance for that. But, we thought it might be useful to provide some general background on the work of Citizens Advice Birmingham. You can of course find out more from our website.

Citizens Advice Birmingham is a community charity and has provided an unbroken advice service in the city since 1939. The vast majority of that advice being delivered by volunteers. Whilst we are justly proud of our history, Birmingham, like every major city is rapidly changing. To meet the challenges we have to be responsive and innovative in the way in which we deliver our service. This in turn, means employees have to be open to working in new ways, enthusiastic about our service and flexible in their approach.

The city of Birmingham is home to over 1.1 million people. Birmingham is regarded as a young city with 45.7% of the population estimated to be under 30 years compared to estimates of 39.4% for England as a whole. The older population is lower than nationally with 13.1% of residents over 65 years, compared to 17.6% nationally. Birmingham has a very diverse population with 42.07% of residents classified as non-white; the proportion of the population classified as white is 57.93%, 25.43% of the population is classified as Asian or British Asian and 8.98% of the population is Black or Black British.

Birmingham is a city of inequalities and challenges, for example the life expectancy between people living in the most affluent areas and the most deprived is 7.4 years less for men and 4.9 years less for women. A total of 37% of children live in poverty in the city - that is one in three children. Infant mortality is 7.2 per 1,000 live births compared to the national average of 4 per 1,000. According to Birmingham City Council 144,000 children (10 -15 year olds) live in the bottom decile households. It is anticipated that the number of children aged 5 – 14 in the city will grow by 13% over the twenty years 2015-2035. The number of family homelessness is 6.2 per 1,000 in 2016. Birmingham is ranked first nationally for the total number of fuel poor households. Many of the major industries of the past have left Birmingham and people often now have to resort to low paid, low skilled insecure/zero hour jobs. Certain sections of the community are fairly transient which again generates a different set of needs around advice.

Working at Citizens Advice Birmingham will bring you into contact with all types of people, with all of their differing experiences. Those who work, either as paid employees or volunteers are representative of the community, diverse but sharing the same Citizens Advice values and ethos. This is the richness of our service – a service that is built entirely out of ordinary people helping ordinary people, every day, every week, every year - and if successful you would be warmly welcomed within it.

Janice Nichols

Chief Executive Citizens Advice Birmingham

Our Values

As an organisation we are very clear about what is expected of us at work and what others can expect from us in terms of how the service is delivered.

Respectful

We aim to treat everyone with whom we come into contact with, with respect and to be treated respectfully in return.

Professional

We are committed to providing a professional advice service, to be individually and collectively responsible for the quality of that service and wherever possible, to work to improve it.

Understanding

We aim to treat everyone in a non-judgmental way, to seek to understand other people's perspective and not make assumptions about people without listening to them and their experiences. We work with clients in ways which empower them by developing appropriate solutions for their needs, and suggesting a range of options that they might consider – the decision about what is best for them is their choice.

Thoughtful

We aim to always think about what we do, not adhere to process simply for its own sake. To commit to thinking about and embracing new ways of service delivery. We want to always consider the impact of what we do

Flexible

We all understand that the need to innovate and be responsive to change is critical to our success. We understand and recognise that change is sometimes challenging and it can be personally difficult. However as a charity we are always striving to achieve a great deal with a lot less than we would like, we can only do that if people are prepared to be personally responsible and as flexible as they can be.

Terms and Conditions

- 1. Salary** **£35,000 - £40,000 p.a.** dependent on experience
(£21,000 - £24,000 based on three days per week)

- 2. Hours of Work part-time 21.9 hours over three days per week**

Working hours are between 8am and 6 pm, Monday to Friday, individual employees work patterns vary to meet the needs of the job and the team.

- 3. Annual leave**

Annual leave is 25 days plus 8 bank holidays pro rata per annum from 1st January to 31st December. This rises to 30 days pro rata over the next 5 years. After passing the probation period, employees can ask to buy up to 5 days additional leave (pro rata for part time employees).

- 4. Pension Scheme**

Citizens Advice Birmingham provides a pension scheme, Citizens Advice Birmingham contributes 3% to a pension plan, whilst employees contribute 4%. Employees are auto enrolled onto the group scheme, further details will be made available on or after appointment. You do have the right to opt out of this scheme.

- 5. Learning and Development**

Employees are encouraged to develop and be active participants in identifying their development needs and sourcing training and development opportunities

- 6. Salary Sacrifice Schemes**

Citizens Advice offers childcare vouchers and operates a system whereby you can 'buy' additional leave allowance of up to 5 days per annum (pro rata for part time employees).

- 7. DBS Checks**

Some Citizens Advice Birmingham positions may require the successful candidate to undergo a DBS check. We do not accept previous checks.

- 8. Equality and Diversity**

Citizens Advice Birmingham recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice Birmingham will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender,

disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. Dignity at Work

Citizens Advice Birmingham is committed to providing a culture in which all employees value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All employees are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. Probationary Period

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice Birmingham's discretion, an extension of the probationary period by a further three months. During this period you will not be entitled to occupational sick pay.

How to apply

The closing date is 18 September 2017 at 12 noon

The interviews will be held on 27 September 2017

Application is by the form available for download from our website www.bcabs.org.uk together with the job role details.

The completed application form should be sent to hr@bcabs.org.uk before the closing date and time.

Most of our roles require people to pay attention to detail and to submit forms in the required format and on time. Therefore we see compliance with this element of the process as very important.

A Guide to Completing the Application Form

Instructions on how to complete the Supporting information page: Information, experience, knowledge, skills and abilities section of the application form

This is a **key section** of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

It is extremely useful if you provide one example for each requirement in the person specification (found in the job pack). You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. It is important to be concise so please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be **S.T.A.R.**:

- **Specific** – give a specific example
- **Task** – briefly describe the task/objective/problem
- **Action** – tell us what you did
- **Results** – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity monitoring

Citizens Advice Birmingham values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, you may prefer not to answer any of the questions we ask.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or an assessment centre approach). If this is the case, you will have received details either with the application pack or further details will be provided if you are shortlisted.

We endeavour to let all candidates know the outcome of their application, but if you have not been contacted by the date of the interview please assume on this occasion you have been unsuccessful. That said, if you wish to know how your application is progressing, please email us at hr@bcabs.org.uk.

Evidence of professional qualifications will be required for shortlisted applicants.

References

All job offers are subject to the receipt of two references that are satisfactory to us: one of these should be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for.

Advert

Finance & Facilities Manager

Salary **£35,000 - £40,000 p.a.** (dependent on experience)
(£21,000 - £24,000 based on three days per week)

Hours of Work: **Part-time 21.9 hours over three days per week**

We are seeking to employ a qualified Finance & Facilities Manager who will report to the Chief Executive. They will be responsible for providing accurate and timely financial information; assist with the day to day management of budgets; and ensure compliance with various financial regulatory bodies including Citizens Advice own finance management regulations. They will also play a significant role in the strategic planning for the organisation, where business or entrepreneurial skills would be an advantage. The post holder will oversee matters related to Citizens Advice Birmingham's accommodation.

For a job pack see our website:

www.bcabs.org.uk/page/view/employment-opportunities

CV's not accepted

Closing Date: **18 September 2017 at 12 noon**

Interview Date: **27 September 2017**

Job Description

Finance & Facilities Manager

Role Purpose

The Finance & Facilities Manager is responsible to the Chief Executive for the following:

- To ensure that accurate and timely financial information is produced
- To assist with the day-to-day management of budgets
- To ensure compliance with Citizens Advice's financial management requirements
- To oversee matters related to Citizens Advice Birmingham's accommodation

Specific Duties:

1. To prepare management accounts and other finance papers for Citizens Advice Birmingham using the Quickbooks accounting system, to be reported to the Trustee Board on a regular basis.
2. To prepare and review budgets against actual spending, on a project-by-project basis, and highlight any material discrepancies for corrective action.
3. To prepare the statutory accounts (compliant with the Charity SORP and FRS102), notes to the accounts, and financial sections in the trustees annual report working closely with the Honorary Treasurer and external auditors.
4. To be responsible for reconciliation of all balance sheet accounts (including all bank accounts).
5. To be responsible for cash management and cash flow forecasting.
6. To identify monies owed to Citizens Advice Birmingham by external funders, and to take action to recover these.
7. To be responsible for the running of the outsourced payroll each month and dealing with staff pensions.
8. To assist with the preparation of funding bids by providing budgets based on full cost recovery and to complete funder returns as required.

9. To provide Trustees and senior management with timely reports on any financial or facilities related matters arising throughout the year and attend meetings of the Trustee Board and any sub-committees as required.
10. To review and implement all duties as per Citizens Advice Birmingham's Finance Manual, and update manual as necessary.
11. To submit quarterly VAT returns to HMRC, and Citizens Advice returns. Identify opportunities to claim Gift Aid and to complete Gift Aid Returns to HMRC.
12. Take overall responsibility for Citizens Advice Birmingham's accommodation, including liaising with landlords and service suppliers, and ensure smooth management of all supplier & utilities contracts.
13. Sourcing and overseeing contractors for facilities repairs when needed.
14. Negotiate best deals from suppliers including utility suppliers.

Professional development

15. Be proactive in terms of updating own knowledge in relation to the role, identifying and undertaking appropriate training.
16. Keep up to date with legislation, policies and procedures relevant to the role and Citizens Advice Birmingham's work.
17. Keeping abreast of charity finance sector issues and communicating these to the CEO and Hon Treasurer where relevant (e.g. changes to the Charity SORP).
18. Attend relevant internal and external meetings as agreed with the line manager.
19. Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

Other duties and responsibilities

20. As a senior manager attend and contribute to Senior Management Team meetings, and other meetings as required.
21. Actively contribute to strategic planning and business planning for Citizens Advice Birmingham.
22. Actively support and implement Citizens Advice equal opportunities and anti-discrimination policies.
23. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
24. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification

Finance & Facilities Manager

Essential	Assessment method
<p>Qualifications/education/training</p> <ol style="list-style-type: none"> 1. Professional Accountancy qualification is essential. 2. Evidence of CPD in charity finance. 	<p>Application Application/Interview</p>
<p>Experience:</p> <ol style="list-style-type: none"> 3. Recent and ongoing experience of working in a busy office and experience of working in another large / medium sized charity. 4. Recent and ongoing experience of operating an electronic accountancy system 5. Recent and ongoing experience of preparing and presenting financial management reports 6. Recent and ongoing experience of budgeting, particularly project-by-project 7. Recent and ongoing experience of preparing annual accounts, working closely with external auditors 8. Experience of facilities management, in particular liaising with utility companies, landlords and contractors 	<p>Application Application Application/Test/Interview Application/Test/Interview Application/Interview Application/Interview</p>
<p>Knowledge:</p> <ol style="list-style-type: none"> 9. Understanding of and commitment to the aims, principles and policies of Citizens Advice Birmingham and of the National Association of Citizens Advice Bureaux (Citizens Advice) 10. Working knowledge of office accountancy systems, including Quickbooks 11. Knowledge and experience of working effectively as part of a team 12. Knowledge and experience of charity finance 	<p>Application/Interview Application/Interview Application/Interview Application/Test/Interview</p>

<p>Skills & Competences:</p> <p>13. Able to use and manage a range of office software, including e-mail, spreadsheets and databases</p> <p>14. Proficient use of Microsoft Excel for financial reporting and database management</p> <p>15. Able to plan and manage own work in a pressured environment, setting priorities, meeting deadlines and monitoring performance</p> <p>16. Able to work effectively and flexibly as part of a team, communicating clearly in writing and in person</p> <p>17. Able to compile management accounts and reports including the Citizens Advice Birmingham's Annual Accounts to SORP requirements</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Test/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>Personal Attributes:</p> <p>18. Self-motivated, self-reliant and able to problem solve</p> <p>19. Able to work effectively and flexibly as part of a team, communicating effectively in writing and in person</p> <p>20. Able to work occasional evenings and weekends as required</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>Other:</p> <p>21. Able to use Microsoft Word, Excel, and other accountancy programs, as appropriate.</p>	<p>Application/Interview</p>