



Interim Financial Controller (maternity cover)

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk

The Role

This is a senior role within the National Finance team, reporting to the Director of Finance and taking a key role in developing and leading our financial strategy and for driving the organisation's financial capability and capacity.

1. Citizens Advice Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - <https://www.linkedin.com/company/citizens-advice/life/10eff46c-fc7c-445c-a04b-b63063a2e3bf/?viewAsMember=true>
3. Citizens Advice - <https://www.citizensadvice.org.uk>



Role profile

Band:	Head of Service - mid	
Reporting to:	Director of Finance	
Proficient salary:	Head of Service - mid	
Location:	Flexible	Travel H/M/L: L
Team overview:	<p>The National Finance team plays 3 key roles:</p> <ul style="list-style-type: none">• Effective financial stewardship of the organisation's resources - including putting in place and monitoring appropriate financial controls.• Ensuring we meet all the financial statutory and funder reporting and regulatory requirements• Supporting the organisation to make good financial decisions that support our business plan and make sure we're financially sustainable.	
Role purpose:	<p>Senior finance professional taking a key role in developing our financial strategy and leading on developing, maintaining and embedding appropriate financial systems, processes, controls and policies across the organisation.</p> <p>Leads the finance team in delivering change within the team and how it engages the rest of the organisation in change.</p> <p>Leads the delivery of the statutory accounts of Citizens Advice and related entities. Responsible for driving year end planning, ensuring deadlines are met and managing a successful audit process.</p> <p>Responsible for ensuring the organisation remains financially compliant with external and statutory bodies, including HMRC.</p>	

	<p>Responsible for ensuring the financial accounting and services teams are operating effectively including accounts payable/receivable, treasury, taxation and asset management.</p> <p>Responsible for leading the coordination of annual external statutory audit and for any internal audits relating to the commercial directorate .</p> <p>Responsible for managing the finance systems to ensure that the finance team and other relevant teams are able to use the systems effectively and to ensure the finance systems software is managed, developed and maintained appropriately.</p> <p>Lead the fraud awareness programme across Citizens Advice and undertake annual fraud assessment and report to the Audit and Risk Committee.</p> <p>Responsible for approving monthly payroll and weekly payment runs and advice on all pension related matters including reporting to the Pension working group.</p> <p>To be an inclusive and proactive member of the senior management team, providing leadership on Citizens Advice finance issues.</p>	
Key accountabilities	Key elements/Tasks	% of Time
Strategic direction and leadership	<p>Working with the Director of Finance and the Head of Financial Planning & Analysis, lead the development of and implement the Citizens Advice finance and funding strategy.</p> <p>Work with senior leadership colleagues to lead the development of Citizens Advice financial capability across the organisation.</p>	20
Annual statutory Audit	<p>Lead on the planning and scheduling of the statutory audit to ensure all deadlines are met.</p> <p>Leading the coordination of annual external statutory audit and for any internal audits relating to the commercial directorate .</p>	10

	<p>Liaise with the external auditors during all stages of the audit and throughout the year and ensure auditors are giving good value.</p>	
<p>Balance Sheet, Accounts payable/ receivable</p>	<p>Responsible for reviewing the balance sheet regularly to ensure that accounts are reconciled and all amounts are valid.</p> <p>Responsible for ensuring monthly performance indicators are maintained including ensuring that all suppliers are paid on a timely basis and invoices are raised on a timely basis.</p> <p>Responsible for approving monthly payroll and weekly payment runs and advice on all pension related matters including reporting to the Pension working group.</p>	<p>10</p>
<p>Controls and compliance</p>	<p>Provide expert and technical knowledge and advice on financial controls, systems and processes to ensure the organisation's assets are protected. Proactively identify areas for control improvements and implement relevant changes.</p> <p>Lead on financial compliance to ensure that we meet the required standards and best practice, and that any reporting is completed in an accurate and timely manner, both internally to the Audit and Risk Committee and Trustee Board as well as externally including the Charities Commission, HMRC and Companies House.</p> <p>Lead the fraud awareness programme across Citizens Advice and undertake annual fraud assessment and report to the Audit and Risk Committee.</p>	<p>15</p>
<p>Treasury management</p>	<p>Lead on our investment policy including providing advice, recommendations and guidance to ensure that our cash balances work to achieve the best possible returns within our agreed risk appetite</p>	<p>10</p>

	<p>Responsible for overall cash flow position, ensuring the organisation has sufficient funds available to meet operational needs.</p> <p>Maintain banking relationships.</p>	
Maintaining and developing the Finance Systems	<p>Lead the Financial Systems team to ensure that:</p> <ul style="list-style-type: none"> • Finance systems work effectively with proper controls. • There is appropriate resilience in the team to ensure there is support to the systems on all working days. • Systems and processes are regularly reviewed (and updated where necessary) to improve the usefulness of outputs, reduce the number of manual interventions in and between the systems and reduce the risk of error • The team keeps abreast of technological developments to ensure that the finance team is at the leading end of the not-for-profit sector in its use of technology. 	10
Change projects	<p>Lead the team on managing change projects to ensure we are more effective and ready for the future.</p> <p>Work with senior stakeholders to ensure those impacted by projects contribute effectively to the change process, receive timely communications, and obtain clarity of purpose, process and outcomes.</p>	5
Team Working	<p>Lead the Financial Services and Systems teams in:</p> <ul style="list-style-type: none"> • creating a collaborative working environment in which equality and diversity are well managed and staff can do their best • ensuring a consistent approach to the role across the team, and fostering a climate of learning and sharing knowledge and experience 	15

	<ul style="list-style-type: none"> ● planning and allocating work, monitoring achievement of deadlines and supporting staff as appropriate ● ensuring knowledge of issues and initiatives across Citizens Advice through sharing information on plans and budget content across the team, enabling <ul style="list-style-type: none"> ○ the identification of cross-team value for money opportunities ○ provision of cover for other members of the team ● managing performance and development, mainly through regular supervision sessions and the Personal Development Review process ● undertaking any other duties as may be reasonably required within the scope of the role ● nurture and maintain effective relationships with all stakeholders, ensuring a collaborative and collegiate working environment across the organisation. 	
Other	Undertake any other duties as may be reasonably required within the scope of the role, including deputising for the Director of Finance when required.	5



Person specification

Essential Criteria

1. A recognised CCAB (or equivalent) professional accountancy qualification
2. Significant experience of leading and developing teams.
3. Significant experience of managing financial and operational processes in the Charity sector, with a detailed understanding of the technical requirements of the Charity SORP and experience liaising with statutory agencies e.g. Charity Commission and HMRC
4. Significant experience of producing or auditing annual statutory accounts.
5. Experience in managing and delivering successful change in a business environment, with demonstrable ability to take the lead in improving processes and ways of working within a team and the wider organisation including communicating these changes effectively with senior stakeholders.
6. Sufficient knowledge and in-depth technical understanding of Finance Systems to ensure they are managed efficiently and effectively with experience of making informed decisions around technological developments.
7. Confident and well-developed verbal, written and presentation skills, including excellent influencing skills, and ability to communicate complicated issues effectively.
8. Ability to take decisions and solve problems with confidence commensurate with level of post.
9. A genuine commitment to the values and ethos of Citizen's Advice

Desirable Criteria

1. Experience in managing development of and/or maintenance of Microsoft Dynamics 365 Business Central accounting package a significant advantage
2. Experience in managing development of and/or maintenance of Vena FP&A tool