



CITY
STUDENTS'
UNION

SU Head of Finance and Operations

Recruitment Pack



Welcome

Thank you for your interest in City, University of London Students' Union (the Union) and becoming the new SU Head of Finance and Operations. This pack contains an overview of the Union, the role and information on how you can apply.

The Union exists to represent all 20,000 of our members - every City student. We're run by students, for students, and provide support, representation, advice and activities throughout the good times and the tough times.

We're governed by a board of ten Trustees, who work alongside our student Officers, staff team, and hundreds of student volunteers to run a thriving and active students' union in the heart of London. The Union has gone through continual development over recent years after recruiting a number of staff to re-energise the Union. It's an exciting time for us, with the development of a new strategic plan which will come in to effect in August 2019, increased funding and the largest staff team the Union has seen in years.

This is a great opportunity to take on an essential role in a developing and dynamic charity committed to changing lives and we look forward to your application.



Tuna Kunt
President and
Board of
Trustees Chair
19/20



Philip Gilks
Chief Executive

About Us

With a rich history spanning over 100 years, City, University of London Students' Union is the primary organisation representing the views of almost 20,000 students at City, University of London to the institution and beyond.

With three Full-Time Student Officers, a team of permanent staff and the involvement of student volunteers, the Union is at the heart of activity on campus. The Union delivers a range of services and support for its members, from independent academic advice to supporting our Programme Reps to enhance their course, to promoting the employability and development of students through our Student Activities and Development Team. The Union also runs a Shop which sells a range of products, including ethically sourced University branding clothing, merchandise, confectionary and stationary.

The Union is striving to develop as an organisation and has recently become a Company Limited by Guarantee, moved into a new space on campus and successfully increased its block grant to support this.



Our Vision, Values & Strategy

The Union has a brand new strategy which was launched on 1 August 2019 and will set the direction of the Union until 2022. The key headlines are:

Vision

You have a great time as a student at City and when you graduate you believe your time here has given you the skills and experiences to achieve your goals.

Mission

The Students' Union will empower student success, with services and support that enhance your time at City and beyond.

Values

We listen, learn and lead.

Our values define our approach and culture, we'll demonstrate them in our behaviour by:

- **asking the questions that matter**; how does it feel to be a student at City? How can your experience be improved?
- **questioning our work, asking**; are we working in the most effective way? Is there a better way? We thrive on finding innovative ways to tackle the issues you raise that present barriers in order to add value to your experience at City.
- **not fearing failure**; we try new things in the knowledge that not everything will work first time. What matters is learning from our experience and constantly seeking to improve.
- **evidence underpinning what we do**; from our experiences, learning from others and from listening to you.

More Information

For more information on the Union strategy, visit www.citystudents.co.uk.

Who Are We Looking For?

City, University of London Students' Union (the Union) is looking to find an experienced, motivated and passionate individual to take on this leadership role in a fast developing charity. The purpose of this role is as a member of the Union's Senior Management Team, to manage the Finance and Operations team including its' strategic responsibility, oversight and direction. This includes responsibility for the delivery within the department and its' operational planning, achieving KPIs, measuring strategic progress and key involvement in the Union's strategic plan and budget. The Finance and Operations Manager will be the lead staff member for the financial management of the Union, health & safety and operations, along with other strategically important areas of work.

The Union is looking for someone with excellent finance experience who is either part or fully AAT qualified. The person in this role will not only oversee the finance function of the Union but will also play a key role a member of the Union Senior Management Team setting the overall direction of the organisation. You may be looking to take the next step in your career and move into a senior management role or are an experienced senior manager looking for a new challenge, this could be the perfect role for you.

The Union is looking to change the way it delivers financial reporting and this role would be expected to lead this with an external accountant.

The role comes with considerable benefits as an employee of City, University of London and the Union including a competitive pension scheme, comprehensive package of staff training and development, season ticket loan and other benefits. This is a 0.6FTE/21 hour a week role and the successful candidate will have the opportunity to negotiate their working hours. The full salary range for the 0.6FTE role is £22,407 - £26,176 (equivalent 1.0FTE range is £37,345-£43,627) and the successful candidate will start at the bottom of the salary range. Informal enquiries can be made to Philip Gilks, Chief Executive, at philip.gilks@city.ac.uk.

Whilst all applicants will be judged on merit alone, we particularly welcome applications from black and ethnic minority candidates, as this group is currently under-represented within the Union. City is a disability confident committed employer, an award given by Job Centre Plus to recognise employers who have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.

Role Profile

Post:	SU Head of Finance and Operations
Department:	Students' Union
Grade:	6
Tenure:	0.6FTE, Permanent
Responsible to:	Chief Executive
Responsible for:	Finance Staff, Temporary Staff and occasional Student Volunteers

Job Purpose

The purpose of this role is as a member of the Union's Senior Management Team, to manage the Finance and Operations team including its' strategic responsibility, oversight and direction. This includes responsibility for the delivery within the department and its' operational planning, achieving KPIs, measuring strategic progress and key involvement in the Union's strategic plan and budget. This role is also responsible for line managing the staff in the Finance and Operations Department and providing support to the Union's full time Student Officers.

Principal Accountabilities

Senior Management

- Work with the Chief Executive and senior managers as part of the Union's Senior Management Team (SMT)
- Support the Chief Executive and SMT in strategic leadership across the Union.
- To contribute to the development and review of the Union's strategic and operational plans.
- Primary advisory and operational support for the Sabbatical Officers in relation to Finance and Business Operations

Financial Management

- To maintain financial control under the Union financial procedures.
- To manage monthly close down procedures.
- To maintain proper financial controls and ensure that the Union receives all relevant financial information promptly, in accordance with financial procedures.
- To ensure that all Union staff and officers comply with the correct financial systems, procedures and controls and ensure that all statutory requirements are in place.
- To be responsible for all financial and management accounting within the Union
- To assist in the preparation of annual and period SORP compliant accounts to Trial Balance and assist the appointed auditors with the finalisation and publication of year end accounts and financial statements.
- To produce monthly management accounts showing correct and accurate comparisons with set budgets and forecasts.

- To be responsible for the monthly reconciliation of the Union bank accounts.
- To be responsible for the upkeep of the Fixed Asset Register.
- To assist in the maintenance of VAT records in accordance with statutory regulations and prepare the period end returns for submission to HMRC
- To assist in the preparation of annual budgets, giving appropriate advice and financial information.
- To ensure stock take data is included in financial and management accounts.
- To ensure that secure cash handling and banking procedures are adopted and that risks of losses are minimised.
- To provide the necessary information to assist in the preparation and submission of the annual block grant request, and any other grant or trust funding application.
- To attend all relevant committees, preparing papers and reports as and when required.

Sustainable Budgeting

- Manage the annual Finance and Operations Department's budgets
- Contribute to Union's annual budget planning process and its ongoing management

Strategic Management

- To coordinate and deliver the Union's Finance and Operations strategy in support of the long term organisational strategy
- To lead in the creation of a culture of excellence in customer service, ensuring that students' needs and expectations are effectively identified, measured and met across all areas of Finance and Operations
- To advise on short, medium and long term operational improvements in recognition of the Union's strategic aims and objectives
- To devise and develop initiatives and partnership agreements that increase business opportunities for the Union.

Performance Management

- Develop and monitor annual key performance indicators for the Finance and Operations Department, in accordance with the Union's mission and strategic plan
- Provide leadership, strategic direction and day to day operational management of the Finance and Operations including career staff, student staff, interns and volunteers; motivating, supporting and developing team members to ensure that they have the necessary skills and knowledge for their roles as well as manage performance.

Facilities & Office Management

- To manage the Union's facilities and equipment booking system effectively to ensure all resources use is optimised and users are satisfied. This will involve resolving conflicts of demand.
- To manage the cleaning and maintenance contracts of Union spaces ensuring areas are ready for use.
- To manage all Union storage space, setting standards and systems and allocating to departments for use according to need.

Health and Safety Management

- To ensure that the Union's Health and Safety Policy and appropriate Health and Safety legislation and procedures are adhered to at all times and to provide leadership in health and safety management.
- To ensure training is provided to Union staff in healthy and safe working practices.
- To ensure the health and safety of customers, suppliers and visitors to the Union and specifically to undertake regular risk assessments and safety checks.

General Duties

- Respect the democratic structure of the Union at all times.
- Ensure the delivery of a positive image of the Union, both internally and externally by displaying high standards of professionalism, politeness, conduct and service.
- To undertake any other duties within their competence, to provide operational cover for colleagues including absence and periods of peak workload as required.

Context

This post designed to ensure the Union is effectively managing its finances and accurately reporting on them. Attendance at conferences and meetings, both internal and external, will be necessary. The post holder will be expected to assist in key events throughout the year e.g. Fresher's Fayre, Balls and other key or special event.

Hours of work will also vary depending on operational requirements and periods of peak activity. Staff are expected to portray a positive image at all times, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.

The post holder will have to be pro-active, flexible and have an ability to prioritize a varied and demanding portfolio of work.

Additional Information

- The post holder must at all times carry out their responsibilities with due regard to City, University of London's Equal Opportunities Statement.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with General Data Protection Regulation 2018 (GDPR) the Data Protection Act 2018.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of City, University of London.
- Sustainable Development
City, University of London is committed to a policy of best practice to assist in building a sustainable way of life by taking a positive, solutions-orientated approach. All post holders are encouraged to contribute through their roles to improving the environment, for City and the wider community.

Details of policy, information and staff development supporting the policy on the environment and sustainability can be found at www.city.ac.uk/green-policies.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department, School and City, University of London.

Job descriptions should be regularly reviewed and at least prior to the annual appraisal, if applicable or on a regular basis to ensure they are an accurate representation of the post.

Equality, Diversity and Inclusion Statement (EDI)

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction. Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.'

Staff Structure

Structure



Last updated: 29 July 2019

Candidate Specification

Qualifications

Essential

- AAT Part Qualified
- HNC, A Level, NVQ3 or equivalent with broad relevant vocational experience acquired through either job related vocational training or on-the-job experience demonstrated through progressive work roles.

Desirable

- AAT Fully Qualified

Experience

Essential

- Good understanding of Health and Safety and Data Protection Policy
- Ability to build a comprehensive database of customers and clients
- Can communicate effectively (verbal and written) with the ability to develop productive relationships with a range of stakeholders and relate to people of all levels

Desirable

- Good understanding of student union movement
- Excellent skills in using Sage accounting software

Knowledge & Skills

Essential

- Experience of using account management software
- Experience of monitoring and producing reports on financial performance on a day to day level
- Proven experience of completing day to day financial management processes and procedures.
- Good experience of providing good customer service to a wide range of users
- Demonstrable experience of managing staff to achieve excellent results
- Experience of consistency meeting demanding targets in a busy environment
- A professional approach, exhibiting sound judgement and with the ability to handle competing priorities, achieving results and deadlines
- Good range of communication skills including making formal presentations and preparing business proposals
- Excellent IT skills and attention to detail
- A strong commitment to working in democratic and student-led environment

Desirable

- Experience of being responsible for an organisations finances

Salary and Conditions of Service

Staff of City Students Union are employed by City, University of London and City, University of London Students' Union, to perform such functions as are agreed by the Trustee Board and will be subject to the normal terms and conditions of employment and policies of the Institution. The salient features of conditions of service for Senior Administrative, Senior Library & Computer Staff are as follows:

- Salary: This is a 0.6FTE/21 hour a week role and the salary range is £22,407 - £26,176 (equivalent 1.0FTE range is £37,345- £43,627). This is on Grade 6 of the Senior Administrative, Library & Computer Staff. Applicants will start at the bottom of the salary range.
- Annual Leave is 30 days, plus 8 statutory and 4 additional days during the Christmas holiday period.
- You will be automatically entered into the pension scheme with the option to opt out.
- All offers of appointment are subject to City, University of London receiving satisfactory references and medical clearance.
- All posts at City, University of London are subject to reasonable adjustment under the Equalities Act (2010).
- All appointments at City, University of London are subject to a probationary period.
- The appointment is terminable by three months' notice on either side.

Further Information

We operate a no smoking policy.

City, University of London offers an excellent pension scheme, generous leave allowance, season ticket loan, a good working environment, and access to our student fitness and social facilities.

City, University of London confirms its commitment to equal opportunities in all its activities. It is intended that no job applicant or employee will receive less favourable treatment on the grounds of political belief, sex, sexual orientation, disability, marital status, race, nationality, ethnic origin, religion or social class. Selection and promotion criteria will be kept under review to ensure that individuals are treated on the basis of the job requirements and on their relevant personal merits, and are not disadvantaged by conditions or requirements, which cannot be shown to be justifiable.

If you have a disability and are interested in this post, your application is welcomed.

How to Apply?

Applications Close: Tuesday 27 August 2019, 11:59pm

Provisional Interview Date: Wednesday 4 September 2019

All applications for City Students' Union roles are administered by City, University of London Human Resources Department. Please follow the link below to apply for this role:

<https://www.city.ac.uk/about/working-at-city>

If you have any questions regarding the role or organisation, please contact the Chief Executive on philip.gilks@city.ac.uk.