

## Operations Manager

£28,000 (part-time, 22.5 hours per week)

### About CFGS

CfGS is a national charity providing expertise in all aspects of governance and scrutiny. Since being established in 2003, we have established a long track record of supporting local government and the wider public sector, alongside the private and voluntary sector. We also work nationally, regionally and locally to influence and improve governance policy and practice.

Our passion is ensuring that decisions are made in a way that is accountable, transparent, and inclusive of others. We do that primarily by helping organisations to focus on culture and ways of working which mainstream good governance practice.

We are a small organisation but we play an important role in governance debates and events, including leading the governance review of Kensington and Chelsea Council post the Grenfell Tower disaster and promoting higher ethical standards following the collapse of Carillion.

Working with a small core team and a network of associates and partners we undertake research, policy development, consultancy and deliver training and events. CFGS is in a stable financial position with an ambition to grow the business.

### About the Role

This role is central to our success. Responsible for managing all our back-office services, working closely with the Local Government Association who we contract to provide us with a range of finance, HR and other support services. A key outcome of the role is to ensure that we have a clear understanding of our pipeline of future work to be able to provide accurate information to management and the Trustee Board to support informed decisions about the future of the business.

This post is designed with a strong developmental focus. The person we are looking for will provide day-to-day support in running the business, carrying out business support tasks and will have the ability to lead the redesign of our back office in the future. We need someone who can think creatively about the operational management of a small organisation, develop realistic proposals for change and, in due course, put those plans into effect, with the support of the Chief Executive.

### How we Work

CfGS is now an entirely remote organisation, although we try to ensure that team members come together in person once or twice a month at our offices in London. We are committed to flexibility, building diversity, and creating an opportunity for someone to learn and grow with us. The role is the equivalent of 3 days per week, and we are completely open to exploring how those hours can be delivered flexibly.

## Job description

### Job Purpose

The purpose of the role is to provide support functions for the Centre for Governance and Scrutiny; working with our support services provider to ensure the prompt issuing and payment of invoices, taking charge of regular finance reporting, and providing administrative support to the organisation's Trustee Board. There is also a need to review and redesign back-office systems to ensure that the organisation is fit for purpose and sustainable in the future.

### Legal & Governance

1. Working with the Company Secretary and Chief Executive in providing support to the Board of Trustees to enable the proper and effective governance and management of the organisation. Including obtaining and providing information and advice to ensure that policies and procedures are in place that will enable the organisation to comply with, and fulfil, its legal and statutory requirements in all areas of business and Charities Commission and Companies House requirements (including the filing of audited accounts and annual confirmation statement).
2. Organise (securing venues and sending notifications to Board members) and clerk quarterly Trustee Board meetings and any other meetings required, including the preparation of Board papers together with the Chief Executive.

### Finance and Accounting

3. Overall responsibility for transactions going through the financial and accounting system (Agresso) used by our outsourced partner for raising and settling invoices – both paying invoicing to creditors and issuing invoices to debtors (and chasing payment).
4. Efficient processing and record keeping of funds received, payment of invoices and management of bank accounts and cash flow. Preparation of monthly financial information for the Chief Executive.
5. Oversight of insurance cover arrangements, liaison with CfGS's bankers on corporate cards, mandates etc
6. With the support of the Chief Executive, prepare performance management and financial information for quarterly and end-of year Management Accounts and Board Reports to Trustees, Chief Executive and staff. Ensure accurate and efficient financial management of the organisation's income and expenditure. Support to the Chief Executive in liaising with the Accountants and Auditors as required.

7. Ensure organisation has appropriate Financial Procedures and Policies. Support the delivery of existing programmes, projects, and consultancy in respect of the raising and the settlement of invoices for work undertaken, and payment to consultants assisting with delivery.

## Human Resources & Payroll

8. Maintain HR records, including employees' absence and leave cards, in conjunction with our outsourced partner. Supply accurate and timely information for the monthly payroll to our outsourced partner, and check and confirm their calculations. Liaison with outsourced pension provider.

## Change and Transformation

9. Lead on the review and redesign of CfGS's back-office systems – including invoicing, business support, HR.

## Business Support

10. Ensure timely and effective support for all the organisation's activities, so administration processes are effective, efficient and professional at all times. Supporting the Chief Executive on assurance with regard to the organisation's compliance with legislation on:
  - Health and Safety
  - Data Protection
  - Equality, Diversity and Inclusion
11. Contribute to team meetings, planning and development.
12. Carry out any other duties connected to the organisation's business and objectives as identified by the Chief Executive, including tasks appropriate to the role in response to any organisational development and changes.
13. Play an active role in the management of the organisation as one of the senior members of the management team.

## Person Specification

An outline of the core requirements is below but we are open to supporting the development of the right candidate in this role. There are no minimum qualification requirements for this post. We are looking for someone who has experience in providing business support across a range of functions, e.g., finance, HR, customer service.

The successful candidate will also need to work with an external provider or providers in the provision of the technical elements of business services (such as IT, HR and finance), including the management and oversight of service level agreements (SLAs).

Competence	Assessment
1. Be familiar with key business support functions such as invoice handling.	Application
2. Be able to work effectively as part of a small dispersed team: <ul style="list-style-type: none"> <li>○ Be able to exercise initiative in carrying out their duties, drawing on support from others in the team where necessary;</li> <li>○ Be confident in carrying out work independently;</li> <li>○ Be confident in prioritising their own workload and managing multiple demands on their time.</li> </ul>	Application and Interview
3. Be familiar with and confident with basic financial and accounting practices, including; <ul style="list-style-type: none"> <li>○ Keeping accurate running figures on income and expenditure;</li> <li>○ The presentation of summary financial information for a senior audience.</li> </ul>	Application
4. Be able to take the initiative in designing and redesigning business systems to meet new needs.	Application and Interview

5. Be able to provide administrative support to a Trustee Board or similar governing body.	Application and Interview
6. Have high standards of written English: <ul style="list-style-type: none"> <li>○ With the ability to draft accurate minutes and understandable reports on management matters;</li> <li>○ With the ability to proofread material produced by others.</li> </ul>	Application

## Terms of employment

<b>Length of appointment</b>	This is a permanent part-time appointment. The postholder will be an employee of the Centre for Governance and Scrutiny.
<b>Probation</b>	There will be a probationary period of six months to determine whether the postholder meets the standards required for the job.
<b>Hours</b>	22.5 hours per week, which can be worked flexibly. Time off in lieu can be taken for any additional hours worked.
<b>Pay</b>	Starting at £28,000 pa, with annual cost of living increases.  CfGS operates a profit-sharing reward pool.
<b>Benefits</b>	30 days' holiday, plus Bank Holidays.  A staff pension scheme is in place whereby the employer contributes 5% of gross salary, with a 5% contribution from the employee.
<b>Accountability</b>	Reports to Chief Executive.
<b>Location</b>	Remote. The postholder will also be required to attend occasional meetings in London, generally one team meeting each month and 1 Board meeting each quarter with all expenses being reimbursed.

## How to Apply

To apply for this role please send your CV and covering letter (ideally no more than 2 pages), demonstrating how you meet the competencies in the person specification.

Please send all applications with the subject line “Operations Manager Application” to [info@cfgs.org.uk](mailto:info@cfgs.org.uk).

Please direct any queries relating to the post or the application to Ed Hammond, [ed.hammond@cfgs.org.uk](mailto:ed.hammond@cfgs.org.uk) or 07764 684182.

## Timetable

Applications open	2nd August 2022
Applications close	26th August 2022
Interviews	5th & 7th September 2022 (via MS Teams)
Start date	As soon as possible

## The Interview

Applicants will be asked a selection of questions relating to the person specification and job description. Applicants invited to interview will be provided with the areas that these questions will cover beforehand, and you will be asked supplementary questions based on your answers during the interview.

## Accessibility

If you have any questions or requirements relating to the accessibility of the application and interview process, please let us know.

All unsuccessful applicants will be notified if their application has either not progressed to interview stage, or if they have not been appointed after being interviewed. Applicants who are interviewed, but not appointed, will be offered feedback on their interview performance.