City, University of London Students’ Union is a registered charity (charity number 1173858). It is a company limited by guarantee registered in England and Wales (company number 10834450), whose registered office is at Cx118 (Tait Building), Northampton Square, Islington, London, EC1V 0HB.

Finance and Operations Manager
Recruitment Pack
Welcome
Thank you for your interest in City, University of London Students’ Union (the Union) and becoming the Finance and Operations Manager. This pack contains an overview of the Union, the role and information on how you can apply.

The Union exists to represent all 19,000 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, small 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 the past two years after recruiting a number of staff to re-energise the Union. It’s an exciting time for us, with a new strategic plan, rebrand and new physical space for our services.

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.

About Us
With a rich history spanning over 100 years, City, University of London Students’ Union is the primary organisation representing the views of over 18,000 students at City, University of London to the institution and beyond.

With 3 Full-Time Student Officers, a small 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 department. 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

**Our Vision:**
“City Students’ Union: A high quality, sector-leading students’ union”.

As a students’ union, we must constantly be striving to be the very best organisation for our membership, no matter which direction they lead us. This means we should always be high quality and at the forefront of our sector.

**Our Values:**
*We are Inclusive. We are Broad-minded. We are Creative. We are City Students’ Union.*

At the heart of everything that the Students’ Union does are its values. They give us our identity, guide how we make decisions, and how we conduct ourselves.

We are proud that our values are unique, giving us an identity and way of working that is rarely replicated.

**We are Inclusive.**
We believe that equality is achieved when we are inclusive of all of our members. We are committed to the principles of social justice. We believe that our members should have equality of access and participation in the Students’ Union and our activities.

We are committed to the principles of equity, recognising the differences that our members have and giving them the tools to succeed.

**We are Broad-minded.**
We realise that we do not have all of the answers and we should always be open to change and challenging our way of thinking.

We are continually learning, talking and sharing information with our students and stakeholders to ensure that we are making the best decisions and offering the best services for our members.

**We are Creative.**
We celebrate our history, but we are not constrained by it. We are continually on a journey of self-discovery and self-determination, and we support our students on their own journeys.

We are not afraid to take risks, try new things and forge a new path for ourselves, the University, and its students.

**Our Strategy:**
Our strategy to be a high quality, sector-leading students’ union is simple but bold.

“Through active partnerships and dynamic student representation, we will create connected communities, full of opportunities where students can individually and collectively grow together by 2020.”
Who Are We Looking For?

If you are 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.

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, the shop, the reception, health & safety and business development along with other strategically important areas of work.

The Union is at a key stage in its development and has recently become a charitable company limited by guarantee and on the 1 August 2017 took on the responsibility for managing its own finance, which was previously done by the University.

City attracts around 19,000 students (35% postgraduate), is top in London for student satisfaction (Complete University Guide), well above the sector average for graduate employability in most subjects and eleventh in the UK for starting salaries. City joined the University of London in 2016.

The successful candidate will have proven experience working within finance as well as an ability to develop key relationships, increase income through business development and a strong commitment to working in a student-led environment.

The role comes with considerable benefits as an employee of City, University of London including a pension scheme and benefits including a comprehensive package of staff training and development. The full salary range is £36,613 - £42,418 and the successful candidate will start at the bottom of the salary range.

Whilst all applicants will be judged on merit alone, we particularly welcome applications from female and ethnic minority candidates, as these groups are currently under-represented within the Union.
Role Profile

Post: Finance and Operations Manager

Department: City, University of London Students’ Union

School: N/A

Grade: 6

Tenure: Full Time

Responsible to: Chief Executive

Responsible for: Administration and Finance Coordinator, Temporary Staff Receptionists 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 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 Business 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.

**Commercial Services Management**
- Ensure that the Union’s outlets and all other income-generating services are managed effectively, to maximise profits generated for the Union while delivering high quality services to the Union’s customers.
- Work with NUSSL and other suppliers to manage and develop the range of products and services.
- Ensure that policies, procedures and materials are in place to set standards for outlets’ and services’ quality, customer care, merchandising and other operational procedures; ensure all staff are adequately trained and all standards are monitored.

**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 Union’s Reception Service, ensuring staff are skilled to complete their duties and have the information they need to assist our members.
- 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.

**Business Development**
• Take the lead in identifying and developing new business opportunities for the Union to provide services for students and generate income and profits.
• Monitor new developments within the Retail sector and in the student market, and make recommendations for the introduction of new products, activities and ventures, in order to generate additional sales and profits.
• Review and recommend new products and opportunities that will widen the scope of the Union’s commercial services, in order to generate additional sales and profits.
• Identify opportunities for obtaining funding from external sources; maintain awareness of possible funders; propose action to be taken.
• Produce comprehensive business and operational plans for all new proposals; implement and monitor performance against these.

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.
• To act as a first-aider, once qualified.

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 improve two-way communication with the membership. The post holder will be expected to create an environment which creates a culture of excellence in customer service, where customer needs and expectations are identified, measured and met or exceeded at all times.

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.

Other Information
• The post holder must at all times carry out their responsibilities with due regard to the University’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 the Data Protection Act.
• The post holder must carry out their responsibilities with due regard to the non-smoking environment of the University
• Sustainable Development
The University 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 the University 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 the University.

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.
Candidate Specification

Qualifications

Essential
- 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
- Finance related qualification.

Skills:

Essential
- Good understanding of Health and Safety and Data Protection Policy
- Proven experience of business development for income generation
- 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

Experience:

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
- A confident and resourceful individual with excellent negotiating and influencing skills
- 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

The salient features of conditions of service for Senior Administrative, Senior Library & Computer Staff are as follows:

- **Salary:** will be within the range of £36,613 to £42,418 per annum. This is on Grade 6 of the salary scales for Senior Administrative, Library & Computer Staff.

- **Annual Leave is 27 days, plus 8 statutory and 4 additional days during the Christmas holiday period.**

- **You will be automatically entered into the Universities Superannuation Scheme (USS) 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: 11.59pm Thursday 23 November**

Interview Date: Week commencing Monday 4 December

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 at philip.gilks@city.ac.uk