

RECRUITMENT PACK

Finance and Operations Manager



Hello, thank you for your interest in this exciting new role.



About Day One Trauma Support

Day One is the only national charity dedicated to supporting anyone affected by any type of catastrophic injury. We provide practical, emotional and financial support to adults and children as well as their families and loved ones.

Our mission is to help anyone affected by catastrophic injuries to piece their life back together – from day one and for as long as it takes.

Our caseworkers work alongside NHS clinical colleagues in Major Trauma Centres (currently primarily in the North of England), delivering face to face support in the aftermath of a major physical trauma. We also provide remote support across the UK, through our national support line. With caseworkers in 7 major trauma centres, a growing base of supporters and a passionate team of staff and volunteers, we are making a real difference to people at a time when they are extremely vulnerable and need rapid access to a range of practical and emotional support interventions, and our services are in high demand.

You can learn more about Day One Trauma Support [here](#)

We are an accredited Living Wage employer and provide a welcoming and inclusive flexible working environment. We are encouraging of everyone regardless of background whilst delivering the best quality service to our clients that we can. We'd like you to feel comfortable with us and to be able to bring your authentic self to work. We really value that. We'd like you to 'be you' and will offer you the environment to enable you to do just that.

It's such an exciting time to join an ambitious rapidly growing national charity!

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What we'll need from you

To apply for the role, please e-mail a copy of your CV and a cover letter (maximum 2 pages) outlining how you meet the criteria of the role and why you would like to work for Day One.

Who you'll be working with

You'll work as a key member of our friendly, experienced and enthusiastic Finance and Resources team. We're a hard-working team with big ambitions, but we still make the time to support each other. You'll be line managed by the Director of Finance and Resources and work alongside our Finance Assistant, Governance Manager and HR Officer.

How to apply

If you think you could be the right person to fulfil the exciting responsibilities of this role, please apply [here](#) and upload your CV and cover letter (no more than two pages) demonstrating how you meet the criteria and outlining why you're interested in the role and answer a few screening questions.

If you have any questions about the role, or you would like an informal chat please email people@dayonetrauma.org

Closing date: Monday 3 February 2025 (midday)

First round interview date (virtual): Monday 10 February 2025

Second round interview date (in-person): TBC w/c 17 February 2025

Job description

Overview	
Job title	Finance and Operations Manager
Reports to	Director of Finance and Resources
Hours	Full-time: 37.5 hours a week Monday to Friday. The exact working pattern can be flexible. It is expected that work may be required outside normal working hours occasionally. However, time off in lieu is offered in accordance with the policies and procedures around working additional hours
Job share available	Yes
Contract	Permanent (subject to a six-month probationary period)
Salary	£40,000 to £43,000 (depending on experience and qualifications)
Location	Hybrid between home and the office in Leeds city centre
Benefits	<p>25 days per year annual leave, plus your birthday and Bank Holidays. Auto-enrolment into pension scheme; 5% employer contribution, 3% minimum employee contribution.</p> <p>Employee Assistance Programme and healthcare and wellbeing benefits including counselling, 24 hour private GP access, discounted gym membership, flu jabs and eyecare vouchers.</p>
Purpose of the Role	
<p>Due to the rapid expansion of Day One Trauma Support over the last three years, the charity's infrastructure has needed to respond quickly to meet its changing demands. There is now a requirement to ensure that the Finance and Resources team has the right skill set and capacity to provide the support needed by the charity in an efficient and proactive way.</p> <p>The Finance and Operations Manager role is a newly created position to reflect both the growing finance needs of the charity as the level of activity increases, and the operational support required by the Director of Finance and Resources and Senior Leadership Team (SLT) to ensure the efficient and effective running of the charity. This is a key role which is instrumental in bringing the finance and operational functions together.</p> <p>Reporting to the Director of Finance and Resources, this role will be part of the Extended Leadership Team (ELT), oversee the finance function and play a crucial part in supporting the Service and</p>	

Fundraising and Communications teams in 'back office' functions. A key aspect of the role will be to provide accurate and timely financial reporting and analysis and being able to communicate this effectively to non-financial stakeholders. Building and nurturing relationships with key stakeholders throughout all levels of the organisation will be critical.

The role will also provide crucial support to the Director of Finance and Resources, to ensure the smooth operation of other areas of responsibility such as IT, contracts and office management, and co-ordinating efforts of various parties to ensure completion of key tasks and actions.

As part of an expanding and ambitious organisation, there are development opportunities for the successful candidate and the ability to help shape the infrastructure of the charity.

Key Responsibilities

The post holder's primary duties and responsibilities are as follows:

Finance Manager

- Take ownership of the routine finance function, working autonomously with oversight of all aspects of the charity's accounting processes (using Xero software and Excel) and supervise the Finance Assistant.
- Prepare monthly management accounts on an accurate and timely basis, including variance analysis and commentary to report to SLT and ELT.
- Support the Director of Finance and Resources with development of and reporting on financial KPI's.
- Inform and support the SLT with updates, queries and concerns on financial and operational matters.
- Work with SLT and ELT to develop an annual budget and a mid-year reforecast if required. Develop project budgets where required, including input to grant funding applications and associated ongoing reporting.
- Assist the Director of Finance and Resources to ensure compliance with all financial and statutory reporting required by the Charity Commission and Companies House.
- Assist in preparing the statutory annual accounts in line with SORP recommendations and requirements. Be first point of contact for the external auditors and be responsible for the successful delivery of the audit.
- Ensure the accurate recording and monitoring of restricted income and expenditure.

- Manage cashflow and work alongside the Finance Assistant to ensure invoicing and cash collection is completed in a timely manner.
- Work alongside the Director of Finance and Resources to ensure appropriate identification and management/mitigation of finance and operational risks, including updating the Risk Register and managing escalation to SLT and the CEO appropriately.
- In conjunction with the Director of Finance and Resources and Governance Manager, develop an internal audit process for finance matters.
- Supporting and coaching budget holders to enhance and improve their financial skills.
- In conjunction with the Director of Finance and Resources, ensure Day One's finance policies and procedures are effective and fully compliant with latest laws and regulations, and take responsibility for implementing any required changes.
- Lead on the organisation and administration of finance specific project or task groups determined by the Director of Finance and Resources, to ensure that agreed targets, objectives and deadline are met, such as integration with other software.

Operations Manager

- Act as first point of contact for the outsourced IT provider to ensure effective IT systems and cyber security measures are in place.
- Ensure all staff have adequate IT resources and equipment.
- Develop and maintain a Contract Register for all supplier and service contracts. Assist with negotiations of new contracts where appropriate and ensure all renewals are completed in a timely manner.
- Assist the Director of Finance and Resources with the annual insurance renewal and any updates required to ensure the charity has sufficient insurance at all times.
- Develop and implement a formal procurement process to ensure the charity obtains best value in all procurement activities.
- Maintain the asset register and ensure replacement of equipment on a timely basis.
- Manage the mobile phone contracts for the organisation and liaise with our provider to ensure maximum connectivity and best value.
- Act as Officer Manager for the office space in central Leeds and take responsibility for maintaining and managing office systems, equipment and supplies to support efficient and effective operations.

General

- Build awareness of the charity's purpose through building strong and effective relationships with external stakeholders.
- Be prepared to travel across the region and, on occasion, to other sites and national meetings as required.
- Willingness to undertake continuous development and training for the role, including mandatory Day One and role specific training.
- Additional ad hoc duties as and when required.

Other

Development of this role

There will be ongoing inhouse and external training as part of this role. There is the opportunity for the post holder to contribute towards determining the future content of this role in the best interests of the charity as it develops and grows.

Equality, Diversity & Inclusion

Day One Trauma Support is proud to commit to creating and celebrating a diverse and inclusive team to deliver the best quality service to our clients that we can. Our clients are unique, and we want you to be too. We are a welcoming and inclusive employer providing a family friendly and flexible environment. We are supportive of everyone regardless of their background. We'd like you to be able to bring your authentic self to work. We really value that. Be you!

Disclosure & Barring Service

If you are offered a position, you will be required to undertake a DBS.

Working on hospital sites

While your contract of employment is with Day One Trauma Support, when you are working on site at NHS Trusts you must comply with any site rules, protocols and measures that are in place on that site or specific to the work you are undertaking. These will be discussed with you and will form part of any agreements between Day One and the respective NHS Trust/s.

These may include for example:

- Access and infection control
- Health and safety
- Confidentiality
- Patient protocols

Person specification

	Criteria	Identified through:
Knowledge & Experience		
Essential	<ul style="list-style-type: none"> • At least 3 years' experience of a broad range of financial management and reporting including the production of management accounts, maintenance of financial records and financial analysis. • Experience of working in a senior finance role. • Experience of developing and implementing financial and operational best practice including strong internal controls. • Experience of budget development, monitoring and reporting. • Knowledge of the Charity SORP and statutory financial reporting requirements and the practical application of these. • Strong working knowledge of IT software, systems and programmes, e.g. Microsoft Office suite. • Experience of providing proactive and responsive support in operational matters. 	CV / Interview
Desirable	<ul style="list-style-type: none"> • A good working knowledge of Xero accounting software. • Experience of managing restricted and unrestricted funds. • Knowledge of major physical trauma either through lived experience (yourself or someone close to you). • An understanding of specific issues that affect people who are impacted by serious and life-changing injury 	CV / Interview

	<ul style="list-style-type: none"> • Experience of working with or within the charity or voluntary sector. • Experience of working with remote teams spread over a wide geographical area. • Experience of developing and embedding new services or initiatives. • Identifying and implementing tech solutions for finance and operations (in conjunction with the outsourced IT provider). • Ensuring integration between systems (e.g. CRM and accounting software). 	
<p>Skills & Attributes</p>		
<p>Essential</p>	<ul style="list-style-type: none"> • Align with the values and strategic direction of Day One. • The ability to be able to communicate complex financial information in an appropriate way to non-financial stakeholders. • Ability to work consistently and safely within policies and procedures whilst maintaining strict confidentiality. • Creating an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential. • Building and maintaining trusted relationships through professional engagement and effective communication at all levels. • Emotional intelligence, resilience and adaptability. • High level of accuracy and attention to detail, including when under pressure. • Pro-active self-starter, able to work autonomously, using own initiative as well as work as part of a diverse wider team. 	<p>CV / Interview</p>

	<ul style="list-style-type: none"> • Can use effective support systems to develop own knowledge and practice and commitment to, and evidence of, continuing personal development. • Highly organised and responsive to others in a way that is both timely and professional. • Well-developed time management skills to manage competing priorities, ensure follow up and meet deadlines whilst working under pressure. • Excellent communication skills, both written and spoken, that are effective, empathetic and adaptable to different situations. • Comfortable working in a dynamic environment. 	
Education / Qualifications		
Essential	<ul style="list-style-type: none"> • Qualified or part qualified accountant (CIMA, ACA, ACCA, CIPFA, AAT or equivalent). 	CV
Desirable	<ul style="list-style-type: none"> • Diploma in Charity Accounting or other Charity Financial Management qualifications / education. • Certifications in accounting software. 	CV

Additional information

Annual leave	Annual leave is 25 days a year (pro rata for part-time posts) plus your birthday. The leave year runs April to March. Team members are also entitled to full pay for all public and bank holidays.
Hours of work	Standard working hours are 37.5 hours per week, Monday to Friday. Due to the nature of this role, team members are sometimes required to be flexible in terms of when these hours are worked and may occasionally need to work evenings or weekends.
Incremental pay rises	As a charity, Day One does not automatically award annual pay rises and any pay increase will be based on the affordability to the charity.
Mileage and expenses	All team members are able to reclaim mileage at 45p per mile when they use their own vehicles for work purposes. Team members must be insured for business use, have a valid driving licence and a roadworthy car before mileage can be claimed. Further details are provided in induction.
Pension scheme	All new team member will be automatically enrolled in the pension scheme and full details will be provided during induction.
Probation period	All new team members are required to complete a successful 6 month probation period. During this period team members will be assessed against set objectives.
Relocation expenses	Day One is unfortunately unable to provide relocation expenses to potential team members.
Sickness	In addition to Statutory Sick Pay, contractual sick pay will be paid for up to five days for the first six months from the first day of sickness. After this you are entitled to contractual sick pay of up to one-month full pay and one month's half pay.