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| Digartref Cyf |
| **Finance, Risk and Business Development Manager** |

**Finance, Risk and Business Development Manager**

**Introduction**

Thank you for showing an interest in the role of Finance, Risk and Business Development Manager here at Digartref Cyf. This new and exciting role will play an integral part in supporting the charity achieve its Strategic Business objectives that aim to alleviate homelessness across the communities in which the charity operates.

**About Digartref Cyf**

Digartref Cyf was established in 1998 to assist and support young people, aged 16 to 25 on the Isle of Anglesey, experiencing or at risk of homelessness, through the provision of temporary supported housing services, working with young people to attain the skills necessary for independent living, reducing the risk of further periods of homelessness.

Since then the charity has gradually grown. Increased income has enabled Digartref Cyf to provide a diverse range of homeless prevention services as well as now being able to support those aged 25 plus. In line with the charity’s growth in income and project development, the charity now employs 42 people.

Despite all the good work over the last 24 years, homelessness is increasing at a local level, and this is mirrored across all areas of Wales, having been negatively impacted by Covid 19, a lack of affordable accommodation in the social and private sectors, as well as decent paid jobs. Those requiring our services often present with complex needs and require the interventions of a range of services including mental health and substance misuse, some have had no access to primary care services for considerable lengths of time, have suffered adverse childhood experiences including, physical, sexual and financial abuse or have been victims of domestic abuse, have spent time rough sleeping affecting their health and wellbeing. Given the situation, there is still a great deal to do if the charity aims to alleviate homelessness are realised. This will require us to assist in meeting people’s needs, supporting them to access and maintain a home where they feel safe, secure and part of their community.

The successful post holder will be expected to fully demonstrate their understanding of the need for the services provided by Digartref Cyf, someone who is passionate about the charity’s Mission, its values, aims and objectives:

**Digartref Cyf Mission Statement**

*To alleviate homelessness and the related effects on individuals, families and our communities”*

Our Values, Aims and Objectives:

**Values:**

* To work in an open and inclusive way and be accountable
* To promote equality and diversity
* To ensure quality of service
* To be efficient and effective
* To respect, support and empower those we work with
* To value, support and invest in our staff and volunteers
* To work towards meeting the needs of our communities and develop and maintain professional working partnerships.

**Aim is:**

The prevention of homelessness and the reduction of its impact on local communities.

**Objectives:**

Our aim will be achieved through the following objectives:

* Through the development of homeless prevention programmes
* Through the delivery of tenancy related support services and the provision of safe and secure temporary accommodation
* Through the delivery of a resettlement service including the provision of advice and information
* Through the delivery of mediation, parenting, education and training programmes

## **The Role**

This exciting and diverse role will require the management and completion of a range of different but often interlinked projects. As the purpose and responsibilities of the role will be led mainly, but not exclusively, by the organisations planned aims and gaols as set out in its Strategic Business Plan, the remit will be wide and varied and subject to change.

## Broadly, the successful candidate will be required to:

* Have an excellent understanding and experience of financial management and business development, with the ability to develop a business strategy, identify new business opportunities and assist in applying for a range of funding streams with the aim of growing service provision.
* Identify, assess and analyse risk the organisation faces in line with the Charities Commission Risk guidelines, producing a risk management strategy, introducing processes to regularly identify risk and be responsible for formulating documented plans that include how risk will be mitigated and managed.
* Support the charity’s aim to continue and improve further the delivery of high quality service provision, maintaining Digartref’s Cyf’s excellent reputation, through the identification and attainment of an appropriate Quality Assurance Standard and related framework.

We recognise that this is a varied and diverse role, you will therefore need to be able to manage your work load effectively, meeting targets and outcomes within clear time frames, being driven, energetic, enthusiastic and flexible, with an ability to manage several projects at any given time. As you will be required to bring about positive change, you will also need to be an excellent communicator with the ability to influence and work well with others.

Due to the diverse nature of this role, we don’t expect candidates to have expertise across all areas of responsibility, a background in finance, business management or development would be highly advantageous. The job is being offered as part-time, job share or full time (37 hours per week). Training and support will be provided to the successful applicant/s to ensure they are able to meet all areas and demands of the post.

## **Job Description**

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| **Job Title:** Finance,Risk and Business Development Manager**Responsible to:**Chief Executive Officer**Responsible for:** Finance Officer **Salary:**  Pt 33 to 34 - £31,628.67 to £32,522.47 (pro rata where applicable) **Working Hours:** 37hrs per week.- part-time, job share and full time will be consideredSome evening & weekend work may be required from time to time.TOIL is given for those worked over contracted hours.**Contract:** Permanent**Location:** Hybrid working between home and the office**Annual Leave:** 25 days, plus statutory bank holidays.Increasing by 1 day per year after 5 years of service up to a maximum of 28 days.**Probationary:** 12 months**Benefits:** Pension/Life Assurance, Eye Test/voucher for glasses, Business Travel Costs, Company Sick Pay. |
| **Purpose of the role**  There will be 3 main areas of purpose:   1. **Finance and Risk Management**   Responsible for the line managing and overseeing the work of the Finance Officer in ensuring financial information supports the CEO, the Board of Trustees and operational managers in decision making. Work with CEO and the finance sub-group to ensure efficient financial management and planning systems are in place, that financial reports effectively inform business development and fundraising opportunities as outlined in the Strategic Business plan.  In relation to risk management, be responsible and lead in identifying and anticipating potential risks across the broad areas outlined below. In addition, design and implement a risk management process, draw up risk assessments, analyse and evaluate risk, identifying how these might impact the charity, putting agreed plans and actions in place to mitigate these risks, advising the CEO, the Board of Trustees and operational managers on how to avoid, reduce or transfer identified risks.  The risk areas as advised by the Charities Commission are:   * **Financial**: including income and expenditure, income generation, project development, financial reporting, financial processes and procedures, cash flow forecasting, procurement and value for money * **Operational** including, service delivery, staff levels, staff recruitment and retention, service user demands, business continuity * **Governance**: including trustees skills, commitment, recruitment and succession planning, conflict of interest * **Environmental and External: including,** reputation**,** stakeholder perception and or experience, relationship with funders, external competitors, changing government policy, * **Compliance;** including, with law and regulatory requirements, insurance, health & safety, safeguarding, GDPR,  1. **Business Development and Income Stability**   Lead on formulating a Business Development and Income Strategy, one that will assist the charity in identifying and meeting its related strategic aims and objectives, growing service provision further by identifying business opportunities, highlighting related risks and taking the lead in applying for various funding opportunities, diversifying the charity’s income streams, reducing risk associated with the over reliance on a small number of income sources.   1. **Quality Assurance Standard**   The aim is to enhance further the charity’s excellent reputation and reduce associated risks through the identification and attainment of a quality assurance standard and related framework, one that meets Digartref Cyf’s specific needs, which will guarantee a high standard of quality across all areas of the charity. Providing demonstrable evidence to stakeholders and funders of our commitment to excellence, as well as offering reassurance that the charity is well run and recognition for staff, trustees and volunteers for what they are achieving. You will champion and coordinate the activities required to attain and maintain the quality assurance standard. |
| **Tasks and Duties** **Financial Management and Administration**   * 1. Develop financial management mechanisms that minimise financial risk.   2. Interpret and provide financial information to assist in identifying related risk including as part of the business growth and income stability agenda within the organisation.   3. Oversee the work, support and directly line manage the Finance Officer.   4. Working with and supporting the Finance office to ensure timely and accurate financial information is available that supports the CEO, Board or Trustees and operational managers in decision making e.g. income and expenditure, service development and new income streams etc.      * 1. Be responsible for overseeing, reviewing and introducing finance processes & procedures e.g. Procurement Procedure, ensuring best value and quality in the purchase of goods and services, actively seek and identify opportunities to reduce costs, undertake cash flow forecasting,   2. Working with the Finance Officer, provide insights on the financial health of the charity, advising on how best to address any concerns identified.   3. Working closely with the Board of Trustees, the Treasurer, the Finance Sub- group and the CEO to ensure the correct governance of the charity’s finances.   4. To ensure all related administrative tasks are completed in a timely manner, that deadlines are met and adhered to.   5. To monitor, evaluate and report on progress across all areas of this role, providing regular updates to the CEO and Board of Trustees. Producing related written reports to a high standard and maintaining clear and concise records.  1. **Risk Management** 2. Plan, design and implement an overall risk management process for the organisation to include the formulation of a risk management strategy, a risk register, risk assessments, and how risk will be regularly identified through formal processes. 3. Through investigation and data gathering, identify, assess and analyse risk the organisation faces across the 5 broad areas outlined above in line with the Charity Commissions guidance around risk management for registered charities. 4. Formulate and present identified risk reports to the Board of Trustees, the CEO, and operational managers, providing advice and recommendations on how to mitigate, manage or transfer identified risk to allow for informed decision making. 5. Formulate and periodically review business continuity plans, working closely with operational managers and other key staff to support them in producing scheme/task specific continuity plans in order for the organisation to respond to potential disruption risk. 6. Provide support and information to key staff to build risk awareness within the organisation 7. **Business Development & Income Stability** 8. Working closely with the CEO, the Board of Trustees and other key staff, develop a Business Development and Income Strategy that fits with the organisations Strategic Business Plan aims and objectives. 9. In collaboration with the Chief Executive coordinate, write and submit funding applications for a range of potential income sources. 10. Actively identify and develop collaborations that result in improved business benefits and service user outcomes 11. Analyse competitors and external market trends to inform business development decisions. 12. Assess risks associated with a range of business development opportunities. 13. **Quality Assurance**      1. Identify and co-ordinate the attainment of a suitable Quality Assurance Standard (QAS) and framework for the charity.     2. Take the lead in coordinating activities required to attain and maintain the QAS, including: processing application, producing and submitting evidence required to gain the QAS, e.g. policies and procedures, drawing up related action plans, holding related in-house working groups.     3. To ensure once attained, the QAS is maintained. Carryout regular standard assessments, reviewing and updating evidence as and when required.     4. Champion and promote the QAS within Digartref, including amongst staff and service users, external organisations and individuals e.g. commissioners, funders and other key stakeholders.     5. To encourage change and improvement in performance, service delivery and compliance quality. 14. **Staff Management** 15. As part of the management team, be involved in the recruitment, selection and induction of staff and where necessary, assist in the investigation of complaints including Grievance and Disciplinary cases in line with the company’s related policies and procedures. 16. To provide staff you line manage with day-to-day support, regular supervision and appraisals, identifying training needs, ensuring they work within the company’s policies, procedures and overall aims, and objectives. This will include the facilitation of regular recorded 1 to 1 support meetings, probationary period reviews and capability and sickness absence management. 17. To be responsible for monitoring the performance of staff you line manage, ensuring a professional attitude to work, compliance, and adherence to the Staff Code of Conduct all times, dealing effectively with poor performance. 18. To operate within legal and practice frameworks with regard to employment legislation and the companies related policies and procedures. 19. **Working with others** 20. To build professional working relationships and positively influence others at all levels both internally and externally, inspiring trust with colleagues and stakeholders and foster professional positive working to optimise the benefits and opportunities for the organisation and its service users. 21. To attend and facilitate internal meetings as required/requested. 22. Actively encourage service user participation across a number of areas within this role, seeking ways to ensure inclusion/involvement and consultation, gathering service user feedback though a variety of means to inform service development and improvement.      1. **Safeguarding** 2. All Digartref Cyf staff have a responsibility for the identification and reporting of Safeguarding issues and are required to follow the related Safeguarding Policy and Procedure in protecting children, young people and vulnerable adults.  **Use of I.T**   1. To have a good working knowledge, understanding and practical experience of I.T packages i.e. Microsoft Office, E-mail, and Outlook. 2. Working knowledge and/or practical experience of Sage 50 Accounts package or similar accounting systems.      1. **Health and Safety** 2. Ensure the health and safety of oneself, service users, and work colleagues as well as visitors/ contractors at all times. Ensure a clean and safe working environment at all times. 3. To comply with Health and Safety requirements and related policies and procedures at all times e.g. risk assessments, reporting procedures, lone working. 4. To assist in Health and Safety risk assessments and checks as directed by the Chief Executive, working with Digartref’s Health and Safety consultants to address related recommendations and actions. 5. **General** 6. To adhere to the organisations Staff Code of Conduct at all times. 7. A flexible approach to working is required and may occasionally include evening or weekend work, staying away from home. 8. To participate fully in the organisations supervision/management support and appraisal process. 9. To attend/take part in training and development opportunities as requested or identified and agreed by the line manager. 10. To adhere to Digartref’s Policies and Procedures at all times. 11. To perform any other reasonable task as determined by the Line Manager or Board of Trustees. 12. The ability to communicate effectively through the medium of Welsh and English or a willingness to learn.  **This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. Tasks and duties are not exclusive and may vary from time to time, with the job description being subject to review and periodic amendments. Digartref reserves the right to change this job description with appropriate notice.** |

## **Person Specification**

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|  | **Essential** | **Desirable** |
| **Experience & Qualifications** | A qualification in either the field of finance or business management/development or at least 5 years work related experience.Proven work experience in the use of Sage 50 Accounts package or similar accountancy software systems.Experience in managing multiple and diverse projects and or transformation programmes. | Experience of working in the voluntary/charity sector.Experience of staff management. |
| **Skills & Knowledge** | An analytical mind with problem solving and decision making skills.Excellent verbal and written communication, as well as report writing skills.Excellent numerical skills and the ability to work with and process financial informationExcellent I.T skills and knowledge of Office inc: Word, Excel, PowerPoint etc.The skills to be an excellent and influential team player while also able work on your own initiative | Working knowledge of Quality Assurance Standards.Skills in bid writing and submitting grant/funding applications. |
| **Abilities** | Ability to work to deadlines, prioritise and organise your work load and that of others.Ability to work across a number of key areas within this diverse role. Able to manage multiple projects, being effective, achieving related targets and outcomes and meeting deadlines.A strategic mind-set, able to think broadly and contribute to the charity’s wider strategy.A proactive approach to working, with the ability to identify areas of risk and suggest changes and improvements to mitigate these risks.Ability to build and maintain excellent working relationships, internally and externally.Ability to communicate effectively through the medium of Welsh & English or the willingness to learn. | Ability to undertake presentations to various audiences.Ability to attain a high level understanding of risks facing charities in line with the Charities Commission guidelines. |
| **Attitude & Personal Qualities** | Enthusiastic, driven, effective and proficientAn understanding of the causes of homelessness and empathy of those affected by and experiencing this situation.A commitment to your own personal development, the willingness to attend training and gain qualifications where necessary.Resilient and the ability to cope under pressure, with a results driven approach.A promoter of equality, diversity and inclusion. |  |
| **Other** | A full driving licence, access to your own car with business use insurance cover. |  |