

Job description – Finance and Operations Assistant

Reporting to: Head of Finance and Operations

Based at: Norfolk Community Foundation offices, Norwich

Role of Finance and Operations Assistant

The Finance and Operations Assistant is integral to the smooth running of the Finance and operations of the Norfolk Community Foundation (NCF), ensuring that the organisation works effectively, efficiently, and safely. The role provides support to the Head of Finance and Operations, in a fast moving and agile organisation. The successful applicant will have an ability to juggle tasks and activities, anticipate what needs to be done and be proactive in pursuit of top quality operational support delivery. The role is well-suited to someone who has an eye for detail, and excels in being accurate and ensuring tasks are complete and followed up as necessary.

Main tasks and responsibilities

Finance support

- Processing of grant payments, purchase invoices and expenses, including confirming authorisation, correct allocation to budget and ensuring adherence to internal controls
- Posting transactions and journals to Sage
- Administration relating to online donations, including reconciling donor reporting between systems
- Processing Gift Aid claims
- Raising invoices as required
- Manage and reconcile purchases through the company credit card
- Maintaining cashbook and ensuring the correct allocation of income
- Undertaking monthly bank reconciliations of multiple bank accounts and assisting with other reconciliations and month end duties as required
- Maintaining investment records
- Supporting fundraising campaigns as required
- Preparing fund specific statements, at year end, or as required
- Supporting the year-end financial audit and Quality Assurance Audit every third year
- Supporting the reconciliation of donor funds

Operational Support

- Maintain a register of all the charity's equipment
- Maintaining the risk register
- Maintain Health and safety register
- Maintaining the register of NCF policies and procedures, ensuring that they are up to date and regularly reviewed by the SMT/Board
- Support with CRM management and development

- Undertake risk assessments as required
- Support in collecting dashboard measures and KPI's
- Support with data management, filing, and GDPR
- Support with implementing and maintaining systems

Creating an effective organisation

- Demonstrate the Foundation's values, and contribute to the development and delivery of NCF's vision, mission and strategy as part of the Foundation team
- Support colleagues, including working as part of cross-disciplinary staff groups to tackle new challenges facing NCF as it continues to grow
- Ensuring a quality service, with a commitment to continuous learning and development

Person specification – Finance and Operations Assistant

Knowledge and experience (Essential/Desirable)

- Experience of working in a small team **D**
- Knowledge of Gift Aid rules **D**
- Knowledge of charity governance **D**
- Experience of working in a charitable organisation, or VCSE support role **D**
- Experience of Sage 50 or equivalent **E**

Skills

- Excellent interpersonal skills and able to establish good relationships, and provide quality customer service both internally and externally **E**
- Accurate data processing skills **E**
- Ability to structure and manage own workload, and keep to deadlines **E**
- Ability interpret data and communicate clearly through written and verbal skills **E**
- An ability to understand and follow policy and procedure **E**
- Excellent IT literacy, including use of databases, Word and Excel **E**
- Ability to produce engaging reports and presentations utilising desktop publishing and other IT tools **D**

Qualifications

- Educated to 'A' level or equivalent **E**
- Accountancy qualification (or working towards) **E**

Personal qualities

- Positive and enthusiastic, good team worker **E**
- Eye for detail **E**
- Ability to prioritise and multi-task **E**

Other

- Ability to attend occasional national events for training and development as part of the UK Community Foundation network **D**
- Flexibility to undertake occasional out of hours work as required **D**