



Job pack

Finance Officer

Thank you for your interest in working at Citizens Advice Harlow. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice Harlow
- The opportunity, role profile and personal specification
- The benefits we provide
- How to apply

Want to chat about this role?

If you want to chat about the role further, you can contact our Recruitment and Training Manager, Kathryn Claydon at kathryn.claydon@harlowcitizensadvice.org.uk or by calling 01279 598766.

Applications closing date: On going until post is filled

Our values

#Team Harlow

- We are open and transparent
- We continue to learn and grow
- We have trust in each other
- We aim for quality whatever our role

3 things you should know about us

1. We're local and we're national. Citizens Advice Harlow is an independent charity but maintain strong links with the national Citizens Advice Service

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



About Citizens Advice Harlow

Citizens Advice Harlow has been ever present in Harlow since 1956. We're an independent charity governed by a board of trustees. We're supported by a range of funders, staff, and trained volunteers, without whom we wouldn't be able to offer the quality service that we do today.

We operate a telephone, email, webchat, and face to face service from our offices based in the heart of the town centre at West Gate House. We also deliver services at various outreach locations across Harlow.

Our portfolio of services includes specialisms such as welfare benefits, housing, employment, energy, debt advice and the Macmillan welfare support service for Harlow. We have excellent relationships with statutory and non-statutory partners working on joint initiatives. We are accredited by the Financial Conduct Authority and meet the Advice Quality Standard.

Our vision is for people to have the knowledge and confidence they need to find their way forward, whoever they are and whatever problems they face.

We use our experience of advice work and the data we collect to influence policies and practices that affect the lives of people in Harlow.

- Our services are free, independent, confidential, and impartial.
- We embrace diversity and seek to challenge discrimination in all aspects of what we do.

We promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

We're a member of the national Citizens Advice network, which provides an extensive online information system and audits the quality of our advice.



Terms and conditions

Job Title:	Finance Officer
Responsible to:	Chief Executive
Salary:	Up to £32,000 pro rata depending on experience
Hours:	10 hours per week (this could increase at certain times of the year such as EOY)
Contract:	Permanent and Part-time
Location:	Combination of office based at Citizens Advice Harlow and remote homeworking
Closing Date:	On going until post filled
Interview Date:	To be arranged with the applicant



The opportunity

Finance Officer

Are you ready for an exciting opportunity to make a real impact in your community? Citizens Advice Harlow is a forward-thinking, highly regarded charity delivering independent advice serving a rapidly growing population of 94,000 people. Our team consists of 22 dedicated paid staff members and an incredible group of 40 volunteers, and now, we're ready to take things to the next level.

We are on the lookout for an exceptional finance officer to join our dynamic team, where we are driven to serve our community with high quality independent advice. In this pivotal role, you'll be responsible for:

- managing the day-to-day finances of Citizens Advice Harlow (CAH) and to be the first point of contact for all financial matters
- managing the monthly payroll processing

- the preparation of budgets, forecasts, internal and external financial reporting and financial analysis to support funding applications
- ensuring compliance with all required governance standards. This will incorporate internal controls and financial monitoring for CAH and more broadly for National CA and funding bodies.

Reporting initially to our Treasurer but in the longer term to our Chief Executive (CEO), you won't just be a cog in the machine – you'll be a key player in our Charity. But that's not all; we're looking for a proactive team player with exceptional communication skills and emotional intelligence. Why? Because we believe in bringing out the best in our people, helping them develop and thrive in their roles.

At Citizens Advice Harlow, we value equality and actively challenge discrimination. We're dedicated to fostering an inclusive environment and welcome applications from individuals of all backgrounds. In particular, we encourage those with disabilities and individuals from Black, Asian, and Minority Ethnic backgrounds to apply, as we strive to create a workforce that truly represents the diversity of our community.

If you're ready to be part of a dynamic organisation, drive positive change, and make a lasting impact, this opportunity is for you. Join us at Citizens Advice Harlow and help shape the future of our community.



Role profile

1. Manage the day-to-day finances of CAH and specifically to be responsible for:

- reconciliation of all bank and petty cash accounts
- paying invoices and monitoring payments by Direct Debit and Standing Order
- recording all payments and receipts using QuickBooks
- administration of the payroll, liaising with the external payroll provider, actioning payroll changes and monitoring variances
- calculating pay revisions (including backdated pay)
- transferring financial records and all other information required by the Auditor for the preparation of Annual Report and Accounts and responding to any questions or queries raised by the Auditor, in collaboration with the CEO and Treasurer
- Proposing opportunities for cost savings across operations and the ability to generate greater financial value from contracts and grants liaising with creditors and debtors as required

2. Prepare and assist in the preparation of, but not limited to:

- the annual budget and forecasting process
- financial performance reporting to our CEO and management team
- internal and external financial reporting
- monthly pay report
- financial analysis to support funding applications.

3. Ensure the required governance standards for the financial affairs of CAH

- understanding of Charity SORP, how accounting standards should be applied in the context of charities and how to account for charity specific transactions
- monitor and maintain internal financial controls and procedures as set down by the Board are consistent with the requirements of agreed quality standards

Person specification

Essential Criteria

1. Ability to communicate effectively verbally and in writing
2. Ability to prioritise work, meet deadlines and manage workload in a busy environment
3. Ability to work independently and as part of a team
4. Model professional behaviour at all times, both internally and externally
5. Ethical and trustworthy, with a commitment to maintaining financial confidentiality
6. A commitment to continuous professional development
7. Experience of financial management, budgeting and financial accounts
8. Knowledge of financial regulations, accounting principles, and best practices
9. Strong attention to detail and accuracy
10. Experience of using QuickBooks or similar accounting software
11. Proficient in IT systems including Microsoft Excel and Outlook
12. Track record of liaising effectively with external bodies (e.g. creditors, funders, partners, accountants, auditors)
13. Understand, empathise and be committed to Citizens Advice aims, principles, equality and diversity policies
14. Bookkeeping or accounting qualification required, or you must be able to clearly demonstrate your ability to meet similar requirements to these qualifications

In accordance with Citizens Advice national policy we will require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily bar you from applying for this position.



The benefits we provide

One of our key strategic objectives is to prioritise learning and development, to both fulfil individual potential and to meet our strategic plan objectives. We also foster a supportive team approach reflected in our behaviours to each other including well-being and dignity at work.

Our Trustee board ensures that our workplace is a healthy and safe one and reviews policies to ensure they are fit for purpose and available to all.

We conduct an annual people survey which gives us feedback about how we can improve our support to those who work and volunteer for us and we hold regular team meetings to improve communication and teamwork.

The role offers 23 days paid annual leave pro-rata plus bank holidays and we also provide an additional 3 days leave for Christmas shutdown.

3% employers' contribution to workplace pension scheme with 5% employee's contribution

All staff and volunteers are enrolled to our Employee Assistance Programme which provides access to Well-being and Mental Health support.

A commitment to continued professional development.



Applying for the role

If you are interested in applying for the role of Finance Officer, please complete the application form and send it to: sadie.crocker@harlowcitizensadvice.org.uk