



Finance Officer Job pack

Thanks for your interest in working at Citizens Advice Cheshire West. 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'll find:

- Our organisation
- Our values
- 3 things you should know about the Citizens Advice service
- Information about the role
- The role profile and person specification



Citizens Advice Cheshire West

WHO ARE WE?

We are a local charity and the largest independent advice agency in Cheshire West and Chester. We operate four full-time offices, in Chester, Ellesmere Port, Northwich and Winsford, offering information, advice and assistance on most aspects of social welfare law. In 2017/18, we helped around 16,000 people from across the areas we serve.

WHAT WE DO

We provide free, impartial advice and information on a range of issues including employment, benefits, housing and debt. We offer a comprehensive service of information, advice, advocacy and representation, as well as working actively for change in the policies and practices of organisations that impact on the lives of the people we work with.

WHO WE WORK WITH

Through our daily interaction with residents from Cheshire West, we have an in-depth understanding of the issues local people are struggling with and we use our data and insight to tailor our services so that they help address the needs of local people.

RECOGNISING NEEDS

We recognise that problems don't just happen in isolation, but can have a severe effect on people's lives. Solving them helps to stop these situations escalating. The wider impact of advice (what we achieve as a result of solving problems and providing support) is just as important. Four out of every five people we work with said that our advice helped improve their lives.

THE DIFFERENCE WE MAKE

Having a problem can adversely affect a person's mental or physical health. 70% of the people we help say they feel less stressed and 46% say their physical health improved. This is also true for people with existing health conditions who require additional support from health services. 57% said they were better able to manage their condition after coming to us.

Our values

We're respectful. We treat others as we would wish to be treated ourselves.

We're helpful. We work cooperatively.

We're effective. We seek to secure the best-possible outcomes.

3 things you should know about Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.

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.



How Citizens Advice works nationally

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity which includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

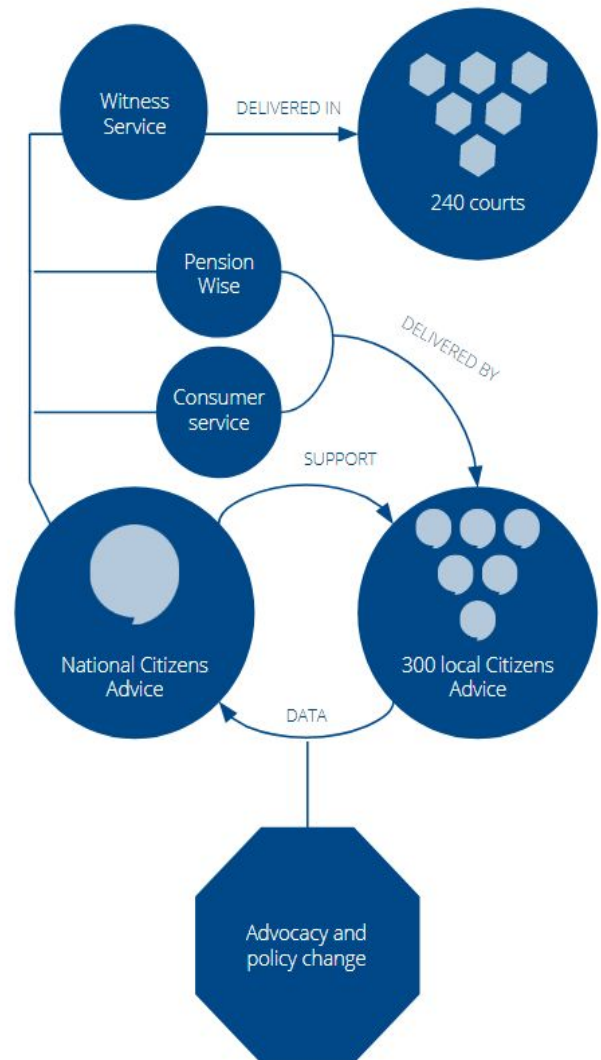
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role - Finance Officer



Role profile

Job Title:	Finance Officer
Reporting to:	Chief Executive
Salary:	£15,080 per annum
Hours of work:	22.5 per week
Location:	Northwich
Role purpose:	<p>The holder of this post is responsible for the day-to-day administration of Citizens Advice Cheshire West’s financial resources.</p> <p>Main purpose</p> <p>To assist the Chief Executive and Treasurer in the management of the charity’s finances by undertaking day-to-day financial administration.</p> <p>To supervise and administer all purchasing undertaken by the charity, to ensure best value at all times.</p>
Key accountabilities	Key elements/Tasks
Financial administration	<ul style="list-style-type: none"> - Oversee and administer the day-to-day finances of the office, ensuring compliance with policies, procedures, and systems. - Enter all transactions on Quickbooks. - Allocation and apportionment of all financial costs to classes (cost centres). - Processing all invoices, payments and receipts, including cheques and BACS payments. - Banking of all cheques and cash. - Process debtors and chase bad debts.

	<ul style="list-style-type: none"> - Process bank reconciliations. - Process expense claim forms. - Prepare monthly reports from Quickbooks, including cash flow, debtors and budget monitoring - Process all invoices for payment. - Process VAT returns. - Process monthly payroll and complete payroll year end. - Oversee automatic enrolment into company pension scheme. - Administer company pension scheme and process monthly report to pension provider. - Process financial management (FHM) reports on a quarterly basis. - Deal with any financial queries. - Liaise with the auditors through to completion of final draft accounts.
Purchasing	<ul style="list-style-type: none"> - Coordinate the timely ordering of stationery and supplies for all offices. - Expedite all aspects of purchasing, cleaning and equipment maintenance within budget and according to the Trustee Board's protocols. - Supervise all aspects of utility facilities (electricity, gas, water, telephones) within budget. - Oversee maintenance work.
General administration	<ul style="list-style-type: none"> - Ensure that all relevant changes are reported to Companies House and the Charity Commission. - File the annual accounts. - Complete both the Annual Return and Confirmation Statement. - With the HR Consultant, maintain systems for monitoring records relating to:

	<ul style="list-style-type: none"> ● salary grades ● holiday entitlements ● sick pay entitlements ● sickness, maternity and other absences ● TOIL ● Pensions
<p>Other duties and responsibilities</p>	<ul style="list-style-type: none"> - Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service. - Carry out any other related tasks to ensure the efficient provision of the service. - Abide by health and safety guidelines and share responsibility for own safety and that of colleagues. - Identify personal learning and development needs and take the necessary steps to address them.



Person specification

The person appointed will meet the following requirements:

Experience

1. Experience of administering budget and financial matters in an SME.
2. Familiarity with Quickbooks or a comparable accounting package.
3. Experience of managing payroll.
4. Adept use of IT, including Excel and Google Sheets.
5. Experience of working in a busy and demanding environment.

Skills and attributes

6. Excellent organisational skills, able to handle multiple tasks and meet deadlines.
7. Ability to work in collaboration.
8. Ability to work under own initiative and manage workload.

Personal qualities

9. High standards of professionalism and confidentiality.
10. Self-reliance.
11. Understanding of equality and diversity issues.
12. A willingness and understanding of the need to work flexibly as and when required.

Citizens Advice Cheshire West is committed to equality and diversity and welcomes applications from all sections of the community.

Citizens Advice Cheshire West treats your personal data collected during the recruitment process in accordance with its data protection policy. Information about how your data is used and the basis for processing your data is provided in our job applicant privacy notice at www.citizensadvicecw.org.uk/vacancies.