



Job Description – Operations and Finance Director

Role type: full time, permanent.

Location: London, Oxford or home-based.

Salary: £65,000-£70,000 plus benefits, including 25 days annual leave and pension. We encourage flexible work opportunities including home-working, part-time, and flexi-hours.

Reporting line: this role reports directly to the CEO.

Direct reports: 2 (Finance Manager; Project Co-Ordinator).

About Social Tech Trust

Social Tech Trust is at an exciting stage. With a clear purpose to transform lives with tech, an expert team, supportive Board, and a strong portfolio of social tech start-ups, we're ready to scale our impact.

Our vision is a world where social transformation is the driving force behind tech. We've already invested more than £30m in almost 800 socially motivated initiatives over the last ten years. Following a strategic review, we're designing and delivering a new sustainable business model, which requires developing several new income streams.

About this role

We're looking for an exceptional candidate to be our Operations and Finance Director. This is a fantastic opportunity for a strategic thinker with operational and financial acumen, who is looking to use their skills and experience to help build a highly effective organisation that is dedicated to transforming lives with tech.

The Operations and Finance Director will report to the CEO and play a lead role in developing the operational backbone that we need to enable our ambitious strategy and investment plans. This role is critical in furthering our vision and maximising our social impact.

This role also has important responsibility for ensuring the smooth running of all aspects of the operations of the Trust and its subsidiaries.

The ideal candidate will be equally adept at and enthused by engaging in strategic decision making and rolling up their sleeves to get involved in the day to day delivery of the operational and finance functions. They will be a collaborative team player who thrives on finding solutions to problems and takes the initiative to make opportunities a reality.

Key responsibilities:

Overall

- Develop a strong collaborative working relationship with the CEO, supporting with strategic decision making and delivery and carrying out external engagements on behalf of the CEO as necessary.
- Design and implement operational and financial systems and processes which are appropriate for the organisation's size, strategy and scale of ambition.
- Champion operational effectiveness within the organisation, ensuring that everyone understands the systems and processes in place and why these are important in enabling Social Tech Trust to achieve its objectives.
- Be a commercial business partner, ensuring that the long term financial and operational impacts of strategic decisions are understood. Provide constructive challenge where appropriate.
- Provide high-quality analysis and reports for the CEO and Board on the performance of the Trust and its subsidiaries, including recommendations for decision making, effective delivery and risk mitigation.
- Ensure equality, diversity and inclusion are integrated into all of our operational processes and promoted in everything the Trust does.

Operations management

- Ensure there is a business continuity plan and that this is kept updated.
- Develop and embed an appropriate risk management and reporting framework.
- Develop, embed and ensure ongoing management of a framework for supplier relationships and contracts. Maintain and review all contracts for the Trust and its subsidiaries, including ensuring ongoing compliance with contract terms.
- Ensure that appropriate insurance cover is in place.
- Continuous improvement of our operational processes.

Financial planning and management

- Ensure that appropriate management reports are produced to enable governance, management and decision making.
- Lead on the financial modelling of new business opportunities and work with the CEO to support the modelling of our investment activities.
- Work with the CEO to develop the annual budgets for the Trust and its subsidiaries.
- Oversee the annual audit process, including production and publishing of annual accounts for the Trust and its subsidiaries.
- Oversee corporation tax and VAT compliance and liaise with tax experts regarding structuring.
- Oversee the Trust's payroll process.

Legal and governance

- Ensure the governance framework and regulatory compliance requirements for the Trust, its subsidiaries and investment activities are met, including compliance with Charity Commission and Companies House reporting requirements.
- Oversee the administration of the Board and Committees, attending Board meetings and presenting reports as required.

- Responsible for the Trust's GDPR compliance. Act as the Data Protection Officer for the Trust and its subsidiaries, to ensure user and data integrity across all systems.
- Proactively identify when external legal advice is required. Lead on engagement with external advisors.

Systems and data analysis

- Ensure that the Trust has appropriate systems and tools (e.g. CRM, analysis and reporting tools) to facilitate effective operations, management and decision making by the Trust's team and Board.
- Oversee the Trust's telecommunications systems, hardware and software requirements and manage the external suppliers of these.
- Ensure that all systems, hardware and software are maintained and that cyber risks are understood and managed appropriately.

HR

- Lead our HR operations, including developing and implementing policies, processes and documentation related to recruitment, professional development and performance frameworks.
- Manage operational HR processes where appropriate, escalating to the CEO or Chair where necessary.

Other

- Work with the CEO and broader team to develop and embed a working culture that embodies our values and supports delivery of our vision.
- Other tasks in support of the Trust where required. Social Tech Trust is a small entrepreneurial organisation and so everyone needs to be willing to collaborate around shared organisational priorities.

Skills, experience and behaviours required:

Essential

- Passionate about Social Tech Trust's vision of a world where social transformation is the driving force behind tech.
- A successful track record of leading operations and finance functions, establishing and maintaining operational and financial systems and processes.
- Experience of ensuring that governance and compliance requirements are met. Able to achieve operational robustness without stifling creativity, agility and the need for pace of decision-making and delivery.
- Entrepreneurial. Comfortable with ambiguity and creates a way forward when there is uncertainty.
- Confident operating autonomously and being a proactive leader. Excellent judgement about when to involve others.
- A collaborative team player with experience of working as an integral part of a multidisciplinary distributed team. Experience of working in a self-managing team, collaborating on shared objectives and priorities whilst taking responsibility for own delivery.



- Strong analytical and problem-solving skills and a bias towards action. Thrives on finding solutions to problems. Spots opportunities and makes them a reality.
- Experience of leading on financial planning, management and reporting.
- Adept at actively giving and receiving feedback to / from people in all roles and at all levels of seniority.
- Able to establish personal credibility and inspire confidence both internally and externally.
- Alert to and interested in how other organisations operate, using this as stimulus to spot opportunities for improvement. Takes the initiative to make change happen.
- Interest and aptitude in the development and effective utilisation of IT systems to support operational delivery. Willing and able to learn new programmes and techniques quickly.
- Experience of working effectively with external consultants, suppliers and contractors (including IT, audit and accounting, legal).
- Experience of using Excel and other analysis tools to build financial models.

Desirable

- Professional accountancy qualifications or other relevant finance qualifications.
- Experience of working in a start-up or entrepreneurial organisation.

How to Apply

To apply for the role of Operations and Finance Director, please send your CV and a supporting statement (maximum 2 sides of A4) that outlines your motivation for applying to join Social Tech Trust and addresses the requirements set out in the job description.

Please provide the names, positions, organisations and telephone contact numbers of two referees relevant to this role. References will only be taken with your permission, once your application has progressed to offer stage.

Finally, please ensure that you have included a contact telephone number.

Applications should be submitted to **Theana Greenfield** at hello@socialtechtrust.org.

The closing date for applications is **11.59pm on 12 July 2020**. Please note that we will be reviewing applications and carrying out interviews throughout the recruitment period. Once a suitable candidate has been identified we will close the recruitment process so please don't delay your application if this role is of interest.

If you have queries about any aspect of the appointment process or would like additional information, please contact **Theana Greenfield** at hello@socialtechtrust.org

Commitment to Equality, Diversity and Inclusion

Having worked with many organisations that champion equality, diversity and inclusion from all walks of life we're committed to the same principles in our own employment practices.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.