

# Head Of Finance & Operations

This is an exciting time to join UKGBC. We are growing fast in profile, size, and impact, and moving to a more geographically distributed working model. This position is of significant influence and responsibility within UKGBC and touches on all aspects of our mission. We are a purpose-driven, dynamic and ambitious charity made up of a team of over 25 individuals who are all passionate about working together for a better built environment.

## The role

This is a new role within a small but impactful organisation, reporting directly to the Chief Executive and working closely with all members of the Leadership Team. We are seeking an experienced operational leader to help take the organisation to the next level in terms of robust planning and financial process and ensuring a positive and connected culture with a focus on professional development.

This is a critical role with responsibility for ensuring that UKGBC's operations are efficient, effective and integrated across all functions. It will suit an individual with significant operational management experience and a strong track record of delivering effective support at all levels. The role will own and coordinate the complex business planning and budgeting process, and ongoing implementation and reporting, providing support to the entire team and working closely with the CEO, Leadership Team and existing Finance, People & Operations team. The role will be responsible for ensuring we have people, systems, and processes in place for attracting, supporting, developing and retaining talented people, including improving our processes and culture around performance management, learning and development, and internal communications.

Our lean 'core' support team is the glue that holds together our diverse programmes, so the Head of Finance and Operations will need to be an incredibly strong project manager, an excellent communicator, and an empathetic people person with a problem-solving can-do attitude. As a small purpose-driven organisation, it's crucial that all roles on the Leadership Team are able to operate strategically and also be hands-on when necessary, adopting a constructive and problem-solving attitude.

## Part 1 - Charity Overview

UKGBC is an industry-led network with a mission to radically improve the sustainability of the built environment. It is a charity with over 500 member organisations spanning the entire value chain, we represent the voice of the industry's current and future leaders who are striving for transformational change.

We collaborate to advocate, enable and inspire accelerated leadership and action, primarily by business and government, on climate change, resource use, nature & biodiversity, health & wellbeing and socio-economic impact

We also engage our members in advocating a progressive message to government, informing and influencing policy at national and local levels.

Our vision is a built environment that enables people and planet to thrive by:

- Mitigating and adapting to climate change
- Eliminating waste and maximising resource efficiency
- Embracing and restoring nature and promoting biodiversity
- Optimizing the health and wellbeing of people
- Creating long-term value for society and improving quality of life

## Part 2 Job Description

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|---------------------|---|
| <b>Job title</b>    | Head of Finance & Operations  |
| <b>Department</b>   | Finance & Operations  |
| <b>Line Manager</b> | CEO   |
| <b>Location</b>     | Anywhere in UK, but with requirement to spend agreed amount of time weekly in UKGBC office in London. (Currently fully remote working due to Covid-19). |

| Purpose of job   | Scope of job (dimensions)     |  |
|--|-------------------------------|--|
| The purpose of this role is to oversee all aspects of operational management, ensuring efficient and effective deployment of UKGBC’s resources to maximum impact. Working alongside the Chief Executive and Directors as a business partner, this role serves to coordinate the annual planning, tracking and delivery of financial, people and workplace outcomes enabling the organisation to achieve its important mission. | <b>People (eg. headcount)</b> | Team of 3 - with 2 direct reports  |
|  | <b>Financial (eg. budget)</b> | Oversight of UKGBC’s budgeting, accounting and financial management.<br>(>£2.5m income; similar costs) |
|  | <b>Other</b>                  | Full Time Permanent Role   |

| Principal Accountabilities (e.g. key responsibilities and projects)   |
|---|
| <p><b>Leadership team &amp; governance</b></p> <ul style="list-style-type: none"> <li>Participate fully as a member of the leadership team (alongside the Chief Executive and Directors of UKGBC), providing hands-on operational management for all functions of the charity, ensuring work is delivered efficiently and to maximum impact</li> <li>Provide ongoing support to all members of the Leadership Team on finance, HR, project management and operational matters and own the coordination of central management initiatives to maximise efficiency in decisions that seek Leadership Team input</li> <li>Support the CEO with preparation for regular Board and Committee meetings, attending these where appropriate, and preparing for them by drafting relevant agendas and papers including financial trend analysis, strategic risk review and mitigation plans etc</li> <li>Maintain the organisational risk management process including regularly updating the risk register and coordinating the delivery of associated mitigation actions.</li> <li>Review the composition and effectiveness of the regular Operational Management meetings and take on responsibility for chairing, setting agendas, tracking progress, and implementing key actions.</li> </ul> <p><b>Strategy &amp; planning</b></p> <ul style="list-style-type: none"> <li>Own and coordinate the process of annual business planning and budgeting for the whole organisation, continuing the transition to a more integrated planning process rather than functional plans and programmes</li> <li>Lead the identification of suitable KPIs for management, impact and outcome purposes and evaluate performance by collecting, analyzing and interpreting data and metrics, reporting these regularly to the LT, team, and Board of Trustees</li> </ul> |

- Measure effectiveness and efficiency of operational processes both internally and externally and find ways to improve processes, reduce costs and maximise impact
- Impact measurement - working closely with the CEO, Directors, and communications team, lead the collection of timely and meaningful data and information to evaluate outcomes and impacts of UKGBC activities and programmes, to validate the progress we're making towards our mission

## **People and culture**

- Ensure that UKGBC's HR procedures are best-in-class, and manage the liaison with our external HR advisor (provided voluntarily by a UKGBC member)
- Ensure that all staff are professionally managed, as well as conducting a regular reward benchmarking exercise to ensure that they are being fairly remunerated
- Design and implement a suite of professional learning and development opportunities for UKGBC staff, with a view to growing talent and experience across the team, and providing an enriching culture of learning across the organisation
- Manage other staff benefits, including the pension scheme and life insurance, and the organisation's general insurance policy
- Establish policies that promote company culture and values across the whole team, playing a key role in designing effective team gatherings (team meetings, Away Days, learning days etc) and internal communications
- Efficient line management of employees within people, finance and operations

## **Budgeting & financial management**

- Lead the preparation of an annual budget and support the Finance & Ops team in preparing accurate monthly management reports, updating forecasts, preparing for the annual audit
- Provide an effective and efficient 'hands on' accounting, financial information and reporting service to the organization.
- Develop and maintain an appropriate financial policy framework to guide financial management.
- Lead the management of the organisations current and deposit bank accounts to optimise flexibility and financial return.
- Ensure compliance with legal, statutory and Charity Commission requirements for financial management and reporting.
- Manage the process by which UKGBC enters into financial contracts and agreements and ensure that these are appropriately documented.
- Assist budget holders by bringing greater consistency to scoping and costing activities, pricing methods or time-tracking systems
- Optimise the digitisation of applicable processes including expenses, invoicing and banking.

## **Workplace and ways of working**

- Act as the organisational champion for hybrid flexible working arrangements for UKGBC colleagues - working closely with the People Manager and Finance Manager to provide high quality technical support and collaborative culture to maximise productivity
- Ensure the provision of suitable and cost-effective office accommodation.
- Manage the organisation's facilities and supplies to ensure a well-equipped, safe and comfortable working environment
- Oversee the organisation's ICT strategy, policy and procedures including the setting of budgets, procurement of equipment, and licensing of software for varying business needs including conferencing and events

## Job Description

- Sponsor the organisation's own sustainable operations strategy working closely with and championing the work of the existing Green Team
- Manage relationships with suppliers, ensuring that they are always mutually beneficial and effective from all sides including scoping, tendering and managing key outsourced requirements

### Decision making authority (eg strategy – impact on business; customers/stakeholders; people – leadership and teamwork; process – operational effectiveness and controls

#### Without reference:

- HR procedures
- Staff management, objective setting and appraisals
- Operational decision-making
- Supplier selection and management

#### With reference:

- Financial strategy and management accounting
- Budget preparation and cashflow forecasting
- Major investments or unbudgeted costs
- Recruitment

### Key competencies

| Essential   | Desirable   |
|---|---|
| <ul style="list-style-type: none"> <li>• Honesty, integrity and the highest standards of probity</li> <li>• Passion for UKGBC's mission and a personal drive to succeed</li> <li>• Ability to build capacity and motivation in a team at different stages in their careers</li> <li>• Outstanding project management skills and strong attention to detail</li> <li>• Emotional intelligence, and a keen interest in how to get the very best from people</li> <li>• Strong understanding of financials, budgets and operational finance</li> <li>• Analytical skills, with a keenness for data analytics, and performance measurement</li> <li>• Ability to remain informed of changing regulatory requirements, and understand contractual risks and legal documents</li> <li>• Excellent interpersonal skills and ability to work with a wide range of stakeholders</li> <li>• Exemplary standards of quality, accuracy and timeliness</li> <li>• Excellent written and verbal communication skills</li> </ul> | <p>Tech-savviness would be a distinct advantage</p> |

## Job Description

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|--|--|
| <ul style="list-style-type: none"> <li>• Aptitude in decision-making and problem-solving</li> <li>• Strong IT and digital capabilities, with a keen eye for new technology solutions on the horizon</li> </ul> |  |
|--|--|

| Knowledge, experience and qualifications ( <i>minimum requirements for the job</i> )  |  |
|---|--|
| Essential   | Desirable  |
| <ul style="list-style-type: none"> <li>• Extensive business planning, business operations and project management experience</li> <li>• Experience developing, tracking and achieving KPIs</li> <li>• Experience of heading up a business support team that delivers high quality service to senior leaders</li> <li>• Experienced people manager, with an understanding of human resource management and professional development</li> <li>• Experience of the management of ICT and related office functions.</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of reviewing contracts</li> <li>• Experience of charity governance and reporting requirements</li> <li>• Experience of using QuickBooks, Sharepoint and Salesforce.</li> <li>• Some knowledge of Company Law, Taxation Law &amp; Charity Law desirable.</li> <li>• CCAB qualified, with accountancy, cash and budgeting qualifications and experience</li> </ul> |

### Terms & Conditions

Place of Work: Anywhere in UK, but with requirement to spend agreed amount of time, weekly in UKGBC office in London. (Currently fully remote working due to Covid-19).

Hours of work: 37.5 hours; normally 9am – 5.30pm

Holidays: 28 days per annum pro rata, plus 3 days Xmas closure, plus public holidays

Salary & benefits: £60,000 to £70,000 salary based on experience, enhanced pension contribution, and BUPA Cash Health Plan scheme

Length of contract: Permanent

Start date: ASAP

Apply now by sending [hr@ukgbc.org](mailto:hr@ukgbc.org) a copy of your CV and a covering email explaining in no more than 250 words why you would excel in this role and the earliest date you could start. Applications will be assessed from Monday 7th June until the suitable candidate has been appointed, so we encourage interested candidates to apply as early as possible.

UKGBC is committed to providing equal opportunities to all existing and prospective employees. We aim to be inclusive to everyone regardless of ethnicity, religious beliefs, gender, marital status, age, disability, sexual orientation or political beliefs.

**Version May 2021**