



Job Description

Job Title	Operations Officer – Finance and Administration Part time: 2 to 3 days per week equivalent; flexible working patterns available
Department	Heart of the City (c/o Town Clerk's)
Grade & Level	C Level: 1022
Trent Position Number	

About Heart of the City

Heart of the City is an independent charity which is housed and supported by the City of London Corporation. The team is employed by the Corporation and seconded to the charity.

Heart of the City works with SME businesses to help to develop responsible and sustainable business programmes which can range from supporting their local community, to reducing their environmental impact or tackling diversity and wellbeing in the workplace.

Heart of the City delivers its programme with the support of a powerful network of 'ambassador' companies who share their expertise and resource to help SME member companies get started in responsible business. The charity's Co-Presidents are the Lord Mayor and the Governor of the Bank of England.

Heart of the City is currently embarking on a number of exciting new projects including the expansion of its services to support SMEs across the whole of the UK and launching a new City-focused climate action course for small businesses in the Square Mile to ensure they are contributing to the City of London's net zero targets.

Purpose of Post

To provide a comprehensive high quality administrative support service to the Heart of the City Team and Senior Stakeholders (internal and external) to enable them to perform their duties and deliver on their priorities including charity and financial governance, climate change, high profile event management, externally led training courses efficiently and effectively.

To contribute to the review and development of a variety of administrative procedures which support the efficient and effective work of the team, including processes in respect of GDPR and charity governance.



To support the Director in the management and monitoring of the budget by undertaking a range of financial administration to include liaison with Chamberlain's Department, the preparation of monthly accounts and assistance with the drafting of the annual report and accounts.

Main Duties & Responsibilities

Administration Management

1. Act as the focal point of contact for Heart of the City enquiries including advising on HoTC policies and procedures, onboarding new customers through Salesforce, updating and adapting the work schedule including diaries, meetings, and oversight of events including managing third party providers to ensure they run smoothly.
2. Develop and maintain a thorough understanding of Heart of the City strategies and business plans and have a good working knowledge of the charity's relationship with the City of London Corporation in order to liaise with internal and external stakeholders to facilitate the business of the team.
3. Maintain an overview of HotC business plans and priorities in order to monitor progress and work with the team to ensure deadlines are met; contribute to updating the team plan providing administrative support to deliver the plan.
4. Take remedial action where needed and pro-actively keep relevant stakeholders informed of plans, as well as identifying, developing and implementing process improvements.
5. Advise on the annual governance meeting schedule in accordance with the Heart of the City board meeting dates, produce and distribute agendas or papers, draft minutes and follow up actions with the team and senior stakeholders for Board and Council meetings. Draft and circulate written correspondence including instructions for internal and external members to follow.
6. Lead on the team's compliance with its GDPR policies including providing advice, training new team members, conducting an annual review and contributing to the development of revised systems and procedures as appropriate.
7. To undertake research and draft briefing papers, reports, minutes and other documentation for consideration by management on the work of HotC as appropriate.
8. Lead on office management tasks including planning and prioritising the work leading up to events, determining eligibility of clients to enrol on SME courses. Develop and maintain evaluation documentation communicating to the team any themes arising, as well as implementing any process improvements.
9. Manage the onboarding and offboarding processes for any team members joining and leaving the organisation liaising with the recruitment and HR teams to ensure systems are updated and work with relevant teams to resolve issues arising; provide guidance and support to new starters in becoming the familiar with Heart of the City and the City of London Corporation; train and mentor new starters in the areas of work related to this role.



Charity Governance

10. Lead on the administration of Heart of the City's charity governance processes including filing key legal papers with the Company Secretary, Companies House and Charity Commission, reviewing and developing new processes and procedures as necessary.

Financial Administration

11. Co-ordinate with the Director around managing and monitoring the budget – track and record expenditure; create, log and process invoices; record gifts in-kind in a timely and accurate fashion; issues POs; prepare and maintain monthly accounts; maintain and advise on financial policies and procedures, and make suggestions for improvement.
12. Management of online payment tools (e.g. Stripe), reporting and accurate reconciliation with other financial systems such as our CAF bank account
13. Take ownership with the filing of any financial returns including submitting quarterly VAT returns, seeking advice from the Chamberlain as appropriate.
14. Lead the annual audit process with external auditors ensuring all required documentation is provided in a timely and accurate manor and assist with drafting the annual report and accounts.

Event Management

15. Manage logistical arrangements including third party supplier management for events including online training workshops, in-person high-level receptions and smaller events such as in-person Trustee meetings.
16. Provide technical support in delivering online events using Zoom or other platforms such as Teams – launch polls, set up breakout rooms, download participant lists, follow up administration on Salesforce etc.



Person Specification

Job Title	Operations Officer – Finance and Administration Part time: 2 to 3 days per week equivalent; flexible working patterns available
Department	Heart of the City (c/o Town Clerk's)
Grade & Level	C Level: 1022

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

- Good working knowledge of efficient and effective office and financial administration (A,I)
- Working knowledge of UK charity governance requirements and processes (A,I)
- Working knowledge of the requirements of GDPR (A,I)

Experience Required, including Budget Holding Experience (if appropriate)

- Previous experience in an administrative role connected with the environment, sustainability and/or CSR (A,I)
- Demonstrable office administration management experience gained in complex organisations including maintenance and development of digital engagement and databases, the design and development of electronic systems where documents can be easily accessed, the organisation and management of the administration of meetings and events, the drafting of minutes and diary management including senior stakeholders (A,I)
- Strong experience of finance management administration including contributing to the budget process, monitoring and maintenance of accounts in accordance with CoL financial policies and procedures and relevant accounting standards (A,I)
- Experience of undertaking research and drafting briefing papers, reports, minutes for consideration by management (A,I)
- Experience of working with and advising on GDPR compliance processes (A,I)
- Experienced in working autonomously with little guidance in a fast-moving setting with the ability to meet changing deadlines (A,I)
- Experience of using online meeting platforms such as Zoom and Teams (A,I)
- Experience of working with at least one of the following MailChimp; Typeform; Thinkific; Lumen5; Automate.io; Eventbrite; Adobe Spark; Canva (A,I)
- Extensive experience and competence in using the Microsoft Office suite of products to an intermediate level (A,I)



Technical Skills

- Ability to contribute to the review and development of charity governance processes (A,I)
- Very good written communication skills in order to draft correspondence, briefing papers, procedural documentation and reports (A)
- Very good oral communication and interpersonal skills with the ability to engage and influence senior stakeholders successfully on a variety of matters, including the delivery of urgent tasks (I)
- Ability to undertake data impact privacy assessments in accordance with GDPR and organisational procedures (A,I)
- High degree of flexibility in moving between tasks as business priorities dictate and willingness to work and contribute as part of a small team (A,I)
- Organised approach to work with excellent attention to detail (I)
- Proactive approach to all tasks (I)
- Functional competence in using financial systems such as Oracle, or similar (A,I)
- Familiar with Salesforce or similar Customer Relationship Management systems (A,I)

Other Relevant Information

For this role you will need to be available to attend evening and early morning events on an occasional basis. The team is currently working a mix of home and office-based hours which we expect to continue. Requests for flexible working patterns can be accommodated.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

Full- Time Salary (35 hours) £30,440 to £34,240 per annum inclusive Part-time Salary (17.5 hours) £15,220 - £17,120 per annum inclusive. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis

Hours of Work

Normal hours of work are 9.15am – 5.00pm, on any 2.5 days between Monday to Friday being 17.5 hours per week excluding lunch break but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days (full-time) annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.



Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.